

Re-entry
Information and
Resource Booklet

Going Home to Stay

Lake County, Ohio
2015 Edition

Re-entry Information and Resource Booklet Going Home to Stay Lake County, Ohio 2015 Edition

Table of Contents

Purpose	3
Introduction	3
Identification & Paperwork	6
Drop-in Center	13
Food	14
Shelters	17
Housing	18
Furniture	22
Utilities	23
Clothing	24
St. Vincent de Paul Societies	25
Education	26
Health & Dental Care	29
Employment	39
Libraries	43
Transportation	44
Personal Communications	45
Voting	46
Public Income Benefits	47
Money Management	50
Child Care, Education, Support & Custody	57
Legal Assistance	61
Veteran's Benefits	62
If You Were Incarcerated	65
Cities, Villages & Townships	75
Index	76

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Purpose

The Re-entry Information and Resource Booklet was created for the men and women in Lake County, OH, who are returning to life in the community, whether that be from hospitalization, loss of home or family, being released from jail/prison or searching for a residence after a time of homelessness.

Introduction

To those who are currently or formerly homeless, incarcerated, or who are searching along life's pathways . . .

Everyone must find their own way in life, but you are encouraged to use this booklet as a resource toward helping your re-entry into the community and the life you desire to build.

To re-build your life you might consider:

- ✓ Change what is inside your head — reinvent and improve yourself. BE PATIENT – this takes time.
- ✓ Start living your personal life now as you would like to live when you're freed from today's situation — focus on attitudes, behaviors and habits.
- ✓ Set realistic goals for yourself and take the necessary steps to achieve them.
- ✓ Don't rush it — have patience — remember, one day at a time.
- ✓ Persevere — develop an attitude of not giving up.
- ✓ Think before you act — one false move and you could find yourself right back where you started.
- ✓ No one owes you anything — carry no chip on your shoulder.
- ✓ Find your own spirituality and PRACTICE IT DAILY!!!
- ✓ Stay in a positive living situation.
- ✓ Apologize to those whom you may have hurt in the past. One day you may need their help in a critical time as you persevere in building a new life.
- ✓ Keep in touch with your family members — rebuild relationships and bonds of trust. It takes one person to begin the process of building relationships. That one person is YOU!
- ✓ Talk to your children — apologize for not being there if that's the case — stay involved with them.
- ✓ Carry yourself with dignity and respect — you will be more likely to be treated that way.

BE PATIENT – this takes time! Take time out to read this book

Introduction (continued)

PREPARING FOR YOUR RELEASE

Make a plan to guide yourself along the way. The plan will change as unforeseen obstacles arise, but it will remain a positive guide toward your goals. As you begin the process take one day at a time and use this check list to help you. You might consider these items as you begin your plan.

- Learn a trade or get a marketable skill.
- Take advantage of, and participate in educational programs in your community. Get a GED! Maybe even go to college!
- Address personal issues through treatment for addictions and/or mental health counseling.
- If needed, modify (change) your child support order if you have one.
- Work toward finding a positive place to live when you're ready.
- Apply for government benefits if you qualify.
- Keep in touch with family members.
- For those who are incarcerated, hospitalized, or otherwise detained, see if family members can send you clothing for your release. (Check with your institution about the rules for such.)
- If you don't have one, get a Social Security Card, birth certificate, and driver's license/state ID as quickly as possible.
- Develop a resume!
- Practice interviewing for a job.
- Work with a social worker, case manager, or other knowledgeable person to prepare for your re-entry into the life of the community.

Introduction (continued)

FIRST STEPS AFTER RELEASE

Take it one day at a time

- Get proper clothing (page 24) and food (page 14).
- Find your way around the city and county. Come to know and Understand the bus system (page 44).
- If you don't have one, get a birth certificate (page 7).
- Get a photo ID / driver's license as quickly as possible (page 9).
- Get a new Social Security card if you can't find yours (page 10).
- Sign up for public income benefits (page 47).
- Take care of your health and dental needs (page 29).
- Take care of your mental health needs (page 33).
- Get help for alcohol or other drug abuse (page 34).
- Make arrangements for child support (page 58).
- Take care of child care or parenting needs (page 57).
- Get the training or education you need to accomplish your goals (page 26).
- Clean up your record and get legal help if needed (page 61).
- Clean up your credit and spend money wisely (page 50).
- If required, register with the selective service (page 12).
- REGISTER TO VOTE!!! (page 46)
- If you were incarcerated, keep in touch with your parole officer (page 73).

Many of the agencies and organizations listed in this booklet have sliding scales with which to pay for their services. The scales are dependent upon your earnings. Therefore, the amount charged may vary from \$0 to the full amount of their regular fees. Make sure to ask about fee payment when you are making an appointment.

Identification / Paperwork

Make sure that someone (family / friend) knows the location of all the paperwork listed below. It will be helpful to you, and them, if you keep it in one safe place.

Call any agency from which you wish to secure a document first to ascertain what it will cost as it changes from time to time.

BIRTH CERTIFICATES

A certified (official) birth certificate is a very important document that you should have. It is often required when applying for a State ID, driver's license, marriage license, passport, school enrollment, or to access other benefits. A certified birth certificate will generally have a raised, embossed, impressed, or multi-colored seal. Non-certified copies are not acceptable for legal purposes.

Write or visit the vital statistics office in the state, city or county where you were born. Often these offices will be part of the health department, but not always. The library can also help you locate information to contact the city, county or state you need.

Fees vary. If you are homeless or have very little income, a social service agency may be able to assist. If you are working with an agency, ask them for help. You may also check with a local church. If not, try contacting one of the following agencies for financial assistance in acquiring the certificate:

Lifeline

54 S. State Street
Painesville, OH 44077
(440) 354-2149
www.lclifeline.org

Salvation Army

69 Pearl Street
Painesville, OH 44077
(440) 354-3774
www.use.salvationarmy.org/use/www_use_painesville.nsf

Veteran's Service Office

105 Main Street
Painesville, OH 44077
(440) 350-2567
www.lakecountyohio.gov/veterans

If you qualify for the PATH program at Extended Housing, PATH may be able to assist you as well.

Identification / Paperwork (continued)

BIRTH CERTIFICATES (continued)

PATH - Extended Housing

270 E. Main Street
Painesville, OH 44077
(440) 354-8424

County and local offices usually process requests more quickly than the state offices. The fastest way to obtain a birth certificate is in person (usually same day). If you request it by mail, it may take 3-8 weeks from the time the request is received. Some offices may allow requests by phone with a credit card. Ask to make sure.

Services on the internet such as www.vitalcheck.com can expedite delivery in 7-10 business days and can help you get out-of-state birth certificates, but you must pay by credit card and the cost is higher.

Be prepared with the following information to get your birth certificate:

- Your full name
- Your gender (sex)
- Your father's full name (if available)
- Your mother's full and maiden name
- Your month, day, and year of birth
- Place of birth (city/county/state, name of hospital if known)
- Telephone Number
- Address where it will be sent (if mailed)
- Notarized sworn statement (in California only)
- Photocopy of picture ID if necessary (not required in Ohio)

Identification / Paperwork (continued)

BIRTH CERTIFICATES (continued)

If you were born in Lake County, contact:

**Lake County Department of Health
Vital Statistics Department**
33 Mill Street
Painesville, OH 44077
(440) 350-2549
www.lcghd.org

If you were born in the State of OHIO:

**Ohio Department of Health
Vital Statistics**
P. O. Box 15098
Columbus, OH 43215-0098
(614) 466-2531
www.odh.ohio.gov (Open 7:45 am-4:30 pm) or order online at
<http://www.lcghd.org/vitalstatsform.aspx>

If you were born ELSEWHERE in the United States:

**US Department of Health & Human Services
Vital Records Section**
3311 Toledo Road
Hyattsville, MD 20782
(800) 232-4636
www.cdc.gov/nchs/howto/w2w/w2welcom.htm
(For information on contacting the vital statistics office in the area where you were born.)
Cost varies by state.

If you are an AMERICAN CITIZEN BORN ABROAD:

**US Department of State Passport Services
Vital Records Section**
1111 19th Street NW, Suite 510
Washington, DC 20522-1705
www.travel.state.gov/passport/get/first/first-825.html

Identification / Paperwork (continued)

DRIVER'S LICENSE / STATE ID

Driver's License Renewals / Duplicates / New Licenses

If you need a duplicate copy of your license (because your license was confiscated or lost), a new license, or you need to renew your driver's license, contact the Ohio Bureau of Motor Vehicles. If your license has been expired for more than six months, you will need to get the temporary packet and re-test.

If you are homeless a "Proof of Ohio Residency-Certified Statement" must be completed. There needs to be proof that you receive mail at the address used. Ask a social service agency to help you with this.

Driver's License Examination Stations

(Where you can get your new driver's license, auto tags, or auto title)
2736 N. Ridge Road
Painesville, OH 44077
(440) 354-9606

Woodiebrook Gables Shp Ctr
Chardon, OH 44024
(440) 286-9530

BMV Deputy Registrars

(where you can renew your driver's license as well as get auto tags)
Chardon License Bureau (330) 285-3648
Chesterland License Bureau (330) 729-3648
Mentor License Bureau (440) 974-9000
Middlefield License Bureau (330) 834-9600
Painesville License Bureau (440) 354-4130
Willowick License Bureau (440) 943-5545

Driver License Suspensions

If you want to know if you have a valid Ohio driver's license or you want to know what suspensions or blocks you have on your license, call the Ohio Bureau of Motor Vehicles (BMV). They can give you information by phone, you can visit in person, or you can request they mail you a summary letter which lists all suspensions or blocks and the fines you owe to remove these. You can also check online at <http://www.bmv.ohio.gov> and follow the links under "How do I..."

If you need to have your license reinstated (get your license back) and you are eligible, you can do this by mail (takes 7-10 business days) or in person. In person is faster, but call first to make sure you bring the correct documents with you. If your license was suspended because you did not pay child support, you must pay what the Child Support Enforcement Agency requires before you can get your license reinstated.

There is usually a fee to reinstate your license that will vary depending on the number and type of offenses. There is no agency in Lake County that pays the reinstatement fee.

Mail correspondence to:

Ohio Bureau of Motor Vehicles

P. O. Box 16520
Columbus, OH 43216-6520
www.bmv.ohio.gov
(614) 752-7500 Toll Free - (800) 589-8247

Identification / Paperwork (continued)

DRIVER'S LICENSE / STATE ID (continued)

If you are low income and think you need legal assistance to help reinstate your license, try calling the following:

Legal Aid Society of Lake County

8 N. State Street
Painesville, OH 44077
(440) 352-6200
<http://lasclev.org/>

You must have two documents: one that verifies your name and birth date (like a certified birth certificate or a driver's license that has not been expired for more than six months) and another that proves your Social Security Number (such as a Social Security Card). Several forms of documentation are acceptable. Visit the website or call for a list of acceptable documents. If you were incarcerated and you have a Release Identification Card, you can use this as the only form of ID needed to get a driver's license. If you do not have a valid driver's license, you can apply for a State ID card. There are two forms of State ID – temporary and permanent. If you have a suspended driver's license and you plan on driving again, ask for a temporary ID. If you get a permanent ID, you'll have to re-take the exam if you want to drive again. An application for a permanent State ID will cancel out your driver's license. Make sure you know the status of your driver's license before you apply for a State ID.

SOCIAL SECURITY NUMBER / CARD

A Social Security number is important because you need it to get a job, open a bank account, get credit, collect certain benefits and receive some other government services.

If you have never applied for a Social Security number before and you are age 12 or older, you must apply in person at a branch office. If you have a Social Security number, and you just need a replacement card, you can do this by mail or in person.

This service is free, but you will need certain ORIGINAL documents (or copies "certified by the custodian of record"). The documents you will need depend upon your status and what you are requesting. Call or visit the web site before you apply so that you know exactly what documents you need. A copy of the application is available on the Social Security web site.

It may take anywhere from 10 days to several months to process your application depending upon your status. A US citizen from Ohio can usually expect the process to take 4-5 weeks.

For more information and to contact a branch near you contact the:
US Social Security Administration (800) 772-1213
www.socialsecurity.gov

You can also walk right in the local office located at:

Social Security Administration
55 W Jackson Street
Painesville, Ohio 44077
(800)772-1213 or (877) 692-3143
www.ssa.gov

Identification / Paperwork (continued)

DD-214 (MILITARY DISCHARGE PAPERS)

DD-214's are official discharge papers. This is proof that you were discharged from military service.

If you don't have a certified copy of your DD-214, it is important that you get and keep a copy. You may need a DD-214 to access many services available to veterans.

To get a copy of your DD-214:

Contact the National Archives and Records Administration and ask for form SF-180. You will need to complete the form and send it back by mail or fax. A written request may be sent without the form, but you should phone first to receive more information. You may also initiate your request through the web site **www.archives.com**. Usually copies of the DD-214 are free.

National Archives and Records Administration National Personnel Records Center Military Personnel Records

9700 Page Avenue
St. Louis MO 61-62-5100
(866) 272-6272
FAX: (314) 801-9195

After you receive your DD-214, it is a good idea to have it recorded at the County Recorder's Office. They will keep a copy on file in their office for you.

If you had your DD-214 recorded with the Lake County Recorder's Office, you may go there to obtain a certified replacement copy.

Lake County Recorder's Office

105 Main Street
Painesville, OH 44077
(440) 350-2510

You can also receive assistance at:

Veteran's Service Center

105 Main Street
Painesville, OH 44077
(440) 350-2567

Identification / Paperwork (continued)

SELECTIVE SERVICE REGISTRATION

The Selective Service System is the agency of the United States Government that exists to register men who could be asked to help the military in a time of war or other national crisis. Almost all male US Citizens, and male aliens living in the US, who are age 18 through 25, are required to register. Eligible people are automatically registered when issued a driver's license or State ID. Registration forms are also available at post offices or online. Registration is free. Selective Service Registration can also take place at the local Post Office and on the FAFSA (Free Application for Federal Student Aid) Form.

When someone reaches age 26, they can no longer register. If they were born on or after January 1, 1960, and did not register before they turned 26, they may be ineligible for certain Federal benefits, including US Citizenship, job training programs and student financial aid. However, they can still get a driver's license or state ID in Ohio.

It is important to know that someone who fails to register cannot be denied any benefit if he can "show by a preponderance of evidence" that his failure was not knowing and willful. The final decision regarding eligibility for programs is made by the agency granting the benefit, not the Selective Service. Some agencies may have an appeal process.

Agencies may ask you to provide an official response from the Selective Service regarding the fact you did not register before age 26. In that case, it is possible to request a "status information" letter. You will have to describe what stopped you from registering and provide documents that show periods that you were incarcerated, hospitalized, etc. between your 18th and 26th birthdays.

For more information on Selective Service issues, contact:

The Selective Service System

P. O. Box 94636
Palatine, IL 60094-4636
(888) 655-1825

www.sss.gov

Drop-In Center

A Drop-in Center is a place where people who are homeless can spend time during the day. Some offer snacks and beverages; some offer a meal, some offer showers. There is only one drop-in center in Lake County.

Salvation Army

69 Pearl Street
Painesville, OH 44077
(440) 354-3774

Open: Monday - Friday — 6:45 am - 12:00 pm (Noon)

Continental Breakfast: 6:45 - 8:00 am

Coffee Available: 6:45 - 10:15 am

Hot Lunch: Monday - Friday — 12:00 - 1:00 pm
(except holidays)

Telephone Use: Monday - Friday — 6:45 - 11:00 am

Clothing Bank: Thursday - 2:00 pm

Showers: Monday - Friday — 6:45 - 8:00 am

Project Caritas Medical Staff On-Site
(Call for current times)

If you are being treated for a mental illness you may also “drop-in” at

Bridges: Mental Health Consumer Empowerment

270 E. Main Street, Suite 100
Painesville, OH 44077
(440) 350-9922
*check for times

Food

HOT MEALS / SOUP KITCHENS

These are places where you can go to get a free meal.

- You must be there on the day and time that the meal is served.
- You generally don't need a photo ID or any paperwork.
- There are a limited number of places that provide hot meals in Lake County.

**Note that times may change without notice.
Call the organization to make sure of serving times.**

Salvation Army

69 Pearl Street
Painesville, OH 44077
(440) 354-3774

Monday - Friday– except holidays
Cereal & pastries – 6:45 - 8:30 am
Hot Lunch – 12:00 - 1:00 pm

Karpos Ministries

St. Mary's Catholic Church
242 N. State Street
Painesville, OH 44077
(440) 354-6200
www.stmarypvl.org
Wednesday - Thursday
Hot Dinner/Supper - 5:00 pm

Miracle Ministries

182 W. Jackson Street
Painesville, OH 44077
(440) 521-0587

Friday @ the Church
Hot Dinner - 7:00 pm

Sunday Morning
Hot Breakfast - 9:00 am

St. James Episcopal Church

131 N. State Street
Painesville, OH 44077
(440) 354-3526

Saturday, Sunday and on all Holidays
Hot Lunch - 1:00 pm
Monday - Tuesday
Hot Dinner/Supper - 5:00 pm

Food (continued)

FOOD STAMPS

The food stamp program is for those with very little income and assets. Instead of food coupons, Ohio issues the Ohio Direction Card. It works like a debit card. Each month, money is transferred to the card electronically for you to buy food.

- People who have committed a felony may still apply for food stamps.
- Single men and women may apply for food stamps. It is not necessary to have children in the household.
- For a single person with no children, you can make around \$1,000 per month or \$12,000 per year and still qualify.
- If you think you might be eligible, you should apply.
- People without children in the household may have a work requirement or a three-month time limit.
- If you are planning to apply for unemployment, you need to apply for unemployment BEFORE you apply for food stamps.

Lake County Job & Family Services

177 Main Street
Painesville, OH 44077
(440) 350-4000

You can visit the office to request an application or call to request that one be mailed to you.

SCHOOL BREAKFAST & LUNCH PROGRAM

This program provides free to low cost breakfast and lunch for school children from lower income families. Kids in this program receive the same food as those who pay full-price, so your child will not feel badly or singled out. Contact your school's pupil services to apply.

HOME-DELIVERED MEALS

These programs deliver meals to the elderly and/or disabled who can't shop, prepare food for themselves, or travel to a location where they can get food. Unfortunately, many of the free or low cost programs have waiting lists. Contact **211** 24/7 for the phone number of the program that serves your area.

Meals on Wheels

8520 East Avenue
Mentor, OH 44060
(440) 205-8111

Food (continued)

WIC (WOMEN, INFANTS AND CHILDREN) PROGRAM

WIC provides food coupons, information on healthy eating and referrals to health care. The food coupons can be used at the grocery store to buy milk, formula, baby cereal, cheese, eggs, and lots of other products.

You can continue getting help until your child's fifth birthday.

You may qualify if . . .

- You are lower income (185% of the Federal Poverty Guidelines) AND
- You are pregnant OR
- You are breast feeding a baby up to one year of age OR
- You gave birth, had a miscarriage or an abortion no more than six months ago.

Appointments are scheduled ahead of time. Make sure you ask what documents you will need to bring with you to the appointment. **You cannot simply walk in for services. Appointments are required.**

WIC Program

Lake County General Health District*

33 Mill Street

Painesville, OH 44077

(440) 350-2552

www.womaninfantchildrenoffice.com

***Temporarily housed at**

One Victoria Square, Suite 285

Painesville, OH 44077

Due to a fire

FOOD PANTRIES

Food pantries are places that will give you a free bag of groceries once a month or in emergency situations. Contact 211, 24/7 for the phone number of the pantry that serves your area.

- The bag is usually packed according to family size and has enough food for about three meals a day for three to five days.
- You can expect to get canned food and boxed food such as cereal, pasta, tuna and soup. Sometimes, you may be able to get fresh fruit, vegetables or meat, but don't expect that.
- Some pantries will also provide personal hygiene products such as soap, toilet paper and toothpaste. Places that provide clothing or showers may also have these items.
- Many pantries will ask you to sign a form verifying that you fall below a certain income level and ask for proof of residence (like a utility bill). However, most will serve you ONCE without these items.

Shelters

A shelter is a temporary place where you can obtain overnight accommodations.

Usually sexes are separated in bunk rooms. Families are normally housed together. Call 211 for a referral to the shelter first.

Project Hope

Lake County Homeless Shelter
25 Freedom Rd
Painesville, OH 44077
(440) 354-6417
(1-800) 954-5465
<http://www.projecthopeonline.org>

Samaritan House

Ashtabula County Homeless Shelter
(440) 992-3178

Forbes House

Female victims of domestic violence
& their children
P.O. Box 702
Painesville, OH 44077)
(440) 357-1018
<http://forbeshouse.org>

Cleveland Shelters

(216) 436-1888

Harbor Light

Help with drug & alcohol addictions
(216) 269-1888

Housing

You should start thinking about where you will live, if possible, even before you become homeless. Work with family, friends, a case manager from one of the housing agencies to create a plan. Think about the following options.

PERMANENT HOUSING

Living with Family or Friends

Living with family or friends may be your best option. If you are planning on living with family or friends this presumes these individuals did not help bring you to your current state of homelessness. If you were incarcerated, make sure you tell your case manager about any criminal history of the people with whom you will be living. You may not be able to live with certain people. It is better to tell the case manager up front so you can get approval. Otherwise, you may be violating the conditions of your parole/post-release control.

RENTAL HOUSING

To find an apartment or house to rent, try the following:

- Look in the classified section of the local newspaper, the News Herald or the Plain Dealer closer to Cleveland, or try the free or local papers around town.
- Check local listings by realtors, or Craig's List, on the computer. Many times these will include pictures of the property as well as details not usually included in newspaper listings.
- Walk around or drive through the neighborhood in which you would like to live. "For Rent" signs are often posted on lawns or in windows.

Subsidized Rental Housing

Some rental housing is called subsidized because it is funded in some way by the government or other sources. Because of this, you pay rent based on your income or a fixed rent that is generally less than other units on the market. Some subsidized housing units can be found listed on the web. Other resources may include the following:

PUBLIC HOUSING

Lake Metropolitan Housing Authority

189 First Street
Painesville, OH 44077
(440) 354-3347
<http://www.lakehousing.org>

The public housing authority in Lake County is called the Lake Metropolitan Housing Authority. They own and are the landlords of the public housing units. There is generally a long waiting list (approximately 6-12 months dependent upon move outs) to be considered for location in one of their properties and families are usually given priority. The list is based upon local preferences to give priority to serving families that meet certain criteria.

Housing (continued)

PUBLIC HOUSING (continued)

The Public Housing Authority (PHA) will use the following local preference system:

- **Residency Preference:** For families who live, work or have been hired to work in Lake County.
- **Veteran Preference:** Veterans or surviving spouses of veterans.
- **Working Preference:** Families where the head, spouse, co-head, or sole member is employed at least 20 hours per week. Families where the head and spouse or sole member is a person age 62 or older, or is a person with disabilities, will also be given the benefit of the working preference.
- **Current Subsidy Preference:** For families or persons not currently living in subsidized housing.

There are income and other eligibility requirements that vary by public housing authority. Screening eligibility is based on prior rental & criminal history. Rent is based upon 30% of your annual adjusted income.

Here are some rules of all public housing authorities:

- Federal law prohibits admitting households that include a member who has ever been convicted of methamphetamine production on the premises of federally-funded housing.
- Federal law prohibits admitting households that include a member who is subject to a lifetime registration requirement under a state's sex offender law.
- Ultimately, the housing authority may deny admission to any applicant whose habits and practices may reasonably be expected to have a negative effect on other tenants or on the facility.

You cannot be placed on the waiting list if you:

- are over the income requirement, or
- are under 18 years-of-age and are not emancipated, or
- owe money to LMHA.

All others are permitted to apply and can be placed on the waiting list.

Full eligibility is not determined until you reach the top of the waiting list. This means that you may apply before you actually qualify for acceptance. Since you may be on the waiting list for some time, if you think you may qualify for acceptance by the time your name reaches the top of the list, you should apply.

To be eligible, you must also have satisfactory references from previous landlord(s), have no outstanding rent balances at LMHA or any other subsidized housing, be able to obtain utilities in your own name, agree to comply with the LMHA lease agreement, have a Social Security number or documentation supporting its non-existence, and be in good standing with any other subsidized housing program in which you have participated in the past.

Housing (continued)

LMHA Application Process

Applications are accepted Monday through Thursday (7:30 am - 6:00 pm) and Friday (8:00 am - 5:00 pm) at:

Lake Metropolitan Housing Authority Office
189 1st St, Painesville, OH 44077
(440) 354-3347

www.lakehousing.org

A pre-application may be requested to be sent by mail. Please mail or turn the application to the LMHA office. Applications that are not complete will not be accepted.

Housing Choice Vouchers

Housing Choice Vouchers were formerly known as Section 8 vouchers and are administered by LMHA. If you qualify for a voucher, you have to find a private landlord that is willing to lease to you and accept the voucher. You will generally pay around 30% of your monthly adjusted income toward rent.

Initial applications are generally accepted once every three or four years. These events will be publicized about 20-30 days ahead of time and people must apply as directed. A lottery is held which creates a waiting list from the forms submitted.

Other Subsidized Housing for Specific Populations

The list below represents some of the non-profit and government agencies that offer subsidized housing for people that have special needs.

Extended Housing of Lake County

Serves persons with severe and persistent mental illness
270 E. Main Street
Painesville, OH 44077
(440) 352-8424

www.extendedhousing.org

Homeless Outreach Program

Outreach workers provide intensive consultation, unconditional support and necessary supplies to the homeless. The primary goal of this program is to link homeless persons with severe and persistent mental illness to mental health treatment and other support services. The outreach workers utilize their strong relationships with the homeless shelter, the Salvation Army and other Lake County resources to aid those in need. Call Extended Housing and dial extension #116 for assistance.

New Directions for Living, Inc.

Serves women, children and families
9920 Johnnycake Ridge Rd
Concord, Ohio 44060
(440) 357-6142

www.newdirectionsforliving.org

Hannah's Home

Provides housing for pregnant females aged 12-25
(440) 209-9615

Housing (continued)

Fair Housing Resource Center

Additional information and assistance

1100 Mentor Ave
Painesville, OH 44077
(440) 392-0147

<http://www.fhrc.org>

Lifeline

54 S. State Street
Painesville, OH 44077
(440) 354-2148

Programs include: Home Funds Supportive Housing Program, HCRP: Rapid Re-Housing Program, HCRP: Transitional Housing Program

North Coast House

Serves Lake County adult residents with severe mental illness

225 Mentor Ave
Painesville, OH 44077
(440) 352-7171

<http://beaconhealth.us/programs-services/north-coast-house/>

North Coast Community Homes

Serves individuals with developmental disabilities, mental illness and other disabilities

14221 Broadway Avenue
Cleveland, OH 44125-1953
(216) 662-1880

<http://www.ncch.org/>

If you are struggling with addiction:

Lake Geauga Recovery Center

9083 Mentor Avenue
Mentor, OH 44060
(440) 205-2675
Lake House (for Men)
Oak House (for Women)

Furniture

Furniture for those moving into a new housing arrangement may be sought from several different sources including those listed here.

Betty's Boutique
2846 Som Center Road
Willoughby, Ohio 44094
(440) 944-1026, x407

Lake/Geauga Furniture Bank
8805 East Avenue
Mentor, Ohio 44060
(440) 352-2721

St. John Vianney
(440) 255-3051

St. Vincent de Paul Society
– See listing in section by that name –

For Western Lake County:
McKinley Community Outreach Center
1200 Lost Nation Road
Willoughby, OH 44094
(440) 269-8008

If you are working with a behavioral health agency, they may be able to get a voucher for you to use at Goodwill.

Utilities

Electric Companies

Illuminating Company
(800) 589-3101

Ohio Edison
(800) 633-4766

Painesville City Utilities
(440) 392-5797

Peerless Electric Company Inc.
(440) 290-7001

Pepco
(440) 946-2230

Telephone

Whether land-based or cell, you will need to consult a telephone book to locate the number for your individual telephone carrier.

Water

Lake County Water Treatment Plant
(440) 951-1685

Aqua (Ohio Water Company)
(440) 209-9603
Evenings, Wknds, & Holidays
(440) 257-6190

Painesville City Utilities
(440) 392-5797

Home Energy Assistance

Home Energy Assistance Program (HEAP) (Through Lifeline)
Winter and Summer Crisis Program
54 S. State Street #303
Painesville, OH 44077
Mon-Fri 8:30-4:30
(440) 350-9160
(440) 350-9166 (Fax)
(866) 223-1471 Automated Appointment Hotline
marinar@lifeline.org

Lake County Community Network

Help with utility bills, rent, security deposits
1200 Lost Nation Road
Willoughby, Ohio 44094
440-954-9934; 440-946-9029
Fax: 440-946-8090
www.lccnohio.org

Clothing

If you are an inmate being released, you may not have clothing appropriate for the time of year and locale. Inquire to see if the prison where you are located will allow people to send you clothing to wear upon release. Ask if they will accept and hold a packet of clothing for you to wear when you are going home and what your family and friends will have to do to get the clothing to you.

As a homeless person, or inmate starting over, you will need clothing appropriate to the time of the year and locale. Here are some possible sources for clothing you might check out.

If you are staying at a homeless shelter or seeking help from an agency that helps homeless people and/or ex-offenders, ask them if they can provide you with some clothing. Sometimes they can help if clothing is available.

The following organizations may be able to provide you with clothing. It is best to call first as they may only be open one or two days a week and some require an appointment.

Betty's Boutique

2846 Som Center Rd
Willoughby, Ohio 44094
(440) 944-1026, x407
Clothes, toys, toiletries, housewares & furniture

Hope Chest

Victoria Place
Painesville, OH 44077
(440) 350-4453
By referral only, must call Lake County Job & Family Services (440) 350-4000 in order to get an appointment

Salvation Army

69 Pearl Street
Painesville, OH 44077
(440) 354-3774
Thursday - 2:00 pm
http://www.use.salvationarmy.org/use/www_use_painesville.nsf

St. Vincent dePaul Society

There's one associated with every Roman Catholic Church
(see next page for locations)

You can get a voucher for the Salvation Army Store by contacting Shoregate United Methodist Church
30500 Bayridge Blvd.
Willowick, Oh 44095
Phone: 440.943.0382
Fax: 440.943.0864

McKinley Community Outreach Center
1200 Lost Nation Road
Willoughby, OH 44094
(440) 269-8008
Clothing Cottage
Painesville Shopping Center
Painesville, OH 44077
440-350-9836

*an agency such as Catholic Charities can make a referral for you

St. Vincent de Paul Society

The St. Vincent de Paul Society is an outreach of the Roman Catholic Church which serves people of all faith backgrounds and life circumstances. They may be able to help by providing food, clothing, and sometimes other necessities like housewares or furniture for those in need. Limited, one-time financial assistance with rent, utilities or other necessities may be as funding allows on a one-by-one basis. Most of these groups require you to have a phone number at which you can be contacted, and generally will not help with security deposits or motel stays. You may contact them by calling the Catholic Church in your community and requesting contact information.

This is the most current list of active St. Vincent de Paul Society conferences in Lake County:

Chapel of the Divine Word

8100 Eagle Road
Kirkland, OH 44094
256-1412

Immaculate Conception

37935 Wright Street
Willoughby, OH 44094
942-4500

Our Lady of Mt. Carmel

35200 Chardon Road
Wickliffe, OH 44092
585-0700

St. Gabriel

9920 Johnnycake Ridge Road
Concord, OH 44060
352-8282

St. John Vianney

7575 Bellflower Road
Mentor, OH 44060
255-0600

St. Justin Martyr

35781 Stevens Blvd
Eastlake, OH 44095
946-1177

St. Mary

242 N. State Street
Painesville, OH 44077
354-4381

St. Bede the Venerable

9114 Lake Shore Blvd.
Mentor, OH 44060
257-2318

Education

If you are in an employment program or are working with an agency that helps homeless individuals and/or ex-offenders, ask them if they may be able to help fund or pay for your education.

GED

Improving your reading and math skills may increase your chances of getting a job.

If you did not finish high school, your first step is to work toward a GED. A GED is a certificate for people who did not finish high school and do not have a high school diploma. In order to get a GED, you will need to pass a GED test. There are programs that will help you improve your skills so you can earn your GED.

The Adult Basic Literacy Education (ABLE) Program offers help for adults who want to improve their basic reading and math skills or prepare for the GED test. Some places offer English for Speakers of Other Languages (ESOL), social studies, science, employment skills, and citizenship preparation. Classes are free and you can take the GED test for free.

58 Jefferson St.
Painesville, Ohio 44077
(440) 354-5551

<http://able.painesville-city.k12.oh.us/ABLE/>

Auburn Career Center (Concord) — (1-800) 544-9750

Madison — (440) 428-9370

SCHOOL AND CAREER COUNSELING

It's a good idea to speak with a professional who can help you make decisions about your education. There are places you can go that will help you choose and apply to a college or other school.

Job & Family Services Lakeland Community College

177 Main Street 7700 Clock Tower Drive
Painesville, OH 44077 Kirkland, OH 44094
(440) 350-4000 (440) 525-7000

All **high school guidance counselors** can refer you to someone. Counselors at the local colleges can give you good advice, too!

TRADE AND TECHNICAL SCHOOLS

These schools teach the skills needed to work in areas such as carpentry, welding, truck driving, electrical work, cosmetology, computers, day care and many others. You may or may not need a high school diploma or GED.

Look under "Schools" in the Yellow Pages to find "technical" and "trade" schools.

Your local library may be able to provide you with information. The Cuyahoga County Public Library Web site offers a **Lake County Education Directory**, which lists trade schools, specialized training, colleges, adult basic education and GED classes located in Northeast Ohio. Go to www.cuyahogalibrary.org. If you need assistance, ask the librarian to help you.

Education (continued)

COLLEGES & UNIVERSITIES

Colleges and universities offer courses for people who want to earn a degree beyond a high school diploma or GED. There are many colleges and universities, and they each have different requirements you must meet before you can be accepted as a student. Some local schools are listed below. Some of them offer classes at several locations across the area.

Lake Erie College

391 W. Washington Street
Painesville, OH 44077
(440) 639-7879

Lakeland Community College

7700 Clocktower Drive
Kirtland, OH 44094
(440) 525-7000
<http://lakelandcc.edu/future/firstrung.asp>
<http://lakelandcc.edu/comeduc/women/contact.asp>
<http://www.lakelandcc.edu/comeduc/men/>

Cuyahoga Community College

700 Carnegie Avenue
Cleveland, OH 44115 (216) 987-4000

Kent State University

14111 Clarion Road
Troy, OH
(330) 834-4187

Bryant & Stratton College

35350 Curtis Boulevard
Eastlake, OH 44094
(440) 510-1112

PAYING FOR SCHOOL / FINANCIAL AID

There are services that can help you pay for your education. Call the Financial Aid Office at the school where you would like to attend and ask employment program, ask they if they can help you fund or pay for your education.

There is money offered through the federal government, state government and school that may be available to you to help you pay for your education. If you are looking for help to pay for school, you should complete and submit a FAFSA (Free Application for Federal Student Aid).

If you were incarcerated . . . under a new federal law, students who were convicted of drug crimes prior to their enrollment and application for federal financial aid, will no longer be subject to a delay or a denial of aid due to their conviction. As of July 1, 2006, the federal financial ban will only apply to students who are convicted of a drug offense while they are in school and receiving federal financial assistance.

Education (continued)

For more information about student financial aid contact:

Cleveland Scholarship Programs (CSP)

200 Public Square - BP Tower, #3820

Cleveland, OH 44114

www.cspohio.ed.gov

(216) 241-5587

The CSP offers a resource center with information about colleges, careers, and financial aid and counselors that offer career counseling and help with choosing a college, as well as completing college and financial aid applications.

Federal Student Aid Information Center

www.studentaid.edu.gov

(800) 433-3243

For information and to fill out and send in a FAFSA form online contact:

www.fafsa.ed.gov

Lifeline

54 S. State Street #309

Painesville, OH 44077

440-354-2148

Lifeline offers the Employment Training Program - funding for non-credit classes toward a certificate/non-degreed program. Flexible funding is available to help pay for related school supplies, books, uniforms and tools.

Health Care / Dental Care

It is very important that you have medical care. One way of getting medical care is to get health insurance. Most people get health insurance through their employer because it is very expensive to get on their own. People who are low income, are disabled, or are 65 or older, may be able to get government health insurance to pay for their health care. If you don't have health insurance, try the following options.

MEDICAID

Medicaid is health insurance paid for the government. You may qualify for the insurance if you have a low income and are age 65 or older, blind, disabled, or are part of a family with one or more children under the age of 18. Certain health care providers have agreed to accept Medicaid Insurance. When you seek care, you should always ask the provider if they accept Medicaid before receiving care.

Medicaid covers some prescription drugs, doctor visits, hospital care, laboratory and x-rays, medical equipment and supplies, some dental care, mental health (including some prescription medication), vision, alcohol and drug rehabilitation and other services. Some services will have small fees you will have to pay. For seniors and the disabled, Medicaid may pay for long-term care.

- If you are 65 or older and low-income, or if you have qualified before for Social Security Disability or SSI, you will probably qualify immediately for Medicaid.
- This program may help pay medical bills dating back three months from your application date.
- **If you were incarcerated . . .** you may apply for Medicaid on the day you are released from jail / prison.
You can apply at the local Job & Family Services Center on Main Street in Painesville.

Effective 1/1/14: Medicaid Expansion

Income eligibility guidelines have been expanded to incorporate a high allowable income level. This also includes single men and women without children. Lifeline offers application assistance.

Lifeline

54 S. State Street
Painesville, OH 44077
(440) 354-2148

MEDICARE

Medicare is a health insurance program for people age 65 and older, or disabled people younger than 65, who have worked under the Social Security system or are dependents of someone who has. Medicare provides hospitalization coverage (Part A), supplemental insurance for things like doctor's visits (Part B), and offers prescription drug coverage (Part D).

You may be eligible for a subsidy in which Medicare offers to help pay costs associated with its Part D program. If you qualify based

Health Care / Dental Care (continued)

MEDICARE (continued)

on your income (150% of the Federal Poverty Guidelines or below) and assets, it may pay part of your premium, deductibles, and/or co-payments for services provided under Part D. The amount of help varies depending upon income, family size and the person's resources.

If you were incarcerated . . .

- When you go to prison, you do not lose your Medicare Part A (hospital insurance) benefit, so you don't need to re-enroll.
- You will only lose your Part B (Supplemental Insurance) if you stopped paying for it while you were in prison.
- If you stopped paying for Medicare Part B, you will have to re-enroll during the next general enrollment period (January - March) for coverage to start the following year. You may be subject to a higher premium when you re-enroll.

To obtain information on Medicare contact:

Centers for Medicare and Medicaid Services

www.medicare.gov

(800) MEDICARE

For information about health insurance options, volunteers can provide one-on-one assistance.

Ohio Senior Health Insurance Program (OSHIP)

www.ohioinsurance.gov

(800) 686-1578

To apply or enroll for Medicare contact:

Social Security Administration

www.ssa.gov

(800) 772-1213

LAKE COUNTY FREE MEDICAL & DENTAL CLINIC

The Lake County Free Clinic provides care for people who are uninsured or under-insured. Services are provided free of charge and include prescriptions in most cases. The Clinic provides services on an appointment basis. Please call ahead to make an appointment and ask what information you need to bring with you to obtain services from them.

Lake County Free Clinic

54 S. State Street, #302

Painesville, OH 44077

(440) 352-8686

www.lakefreeclinic.org

Health Care / Dental Care (continued)

OTHER COMMUNITY MEDICAL SERVICES

Prescriptions

Lifeline, Inc.

Lifeline can provide limited assistance in securing prescriptions for those in need of them.

54 S. State Street
Painesville, OH 44077
(440) 354-2148
<http://www.lifeline.org>

Dental Assistance

Lakeland Community College Dental Hygiene Clinic

7700 Clock Tower Drive
Kirtland, Ohio 44094
440-525-7221
<http://www.lakelandcc.edu/academic/sh/dh/clinic.asp>

Willoughby Health Center

University Hospitals
4212 State Rte 306
Willoughby, OH 44094
(440) 946-1716

Willoughby Hills Family Health Center

Cleveland Clinic Foundation
If low income, ask for a Financial Counselor
2550 SOM Center Road (North Building)
Willoughby, OH 44094
(440) 943-2500
(800) 807-2888

Case Western Reserve Dental Offices

(216) 368-3200

Department of Veteran's Affairs

The U. S. Department of Veteran's Affairs serves veterans who have been honorably discharged or have a general discharge under other than dishonorable circumstances. For most health services, if your discharge was after September 7, 1980, you must have served at least two years of active duty. There may also be some income restrictions. Call ahead to make an appointment and to ascertain what information you need to bring with you to your first appointment.

U. S. Department of Veteran's Affairs

Outpatient Clinic
54 S. State Street
Painesville, OH 44077
(440) 357-6740
For general Benefit Information & Assistance call . . . (800) 827-1000

Health Care / Dental Care (continued)

OTHER COMMUNITY MEDICAL SERVICES (Continued)

Lake County General Health District

The Department of Public Health provides child immunizations, pneumonia and flu shots, Hepatitis C testing, TB testing, HIV testing, WIC, Help Me Grow Program (for children and their parents), the Bureau of Children with Medical Handicaps (BCMH), and a host of other programs to help both individuals and families.

33 Mill Street
Painesville, OH 44077
(440) 350-2554
<http://www.lcghd.org>

Family Planning Association of Northeast Ohio, Inc.

The Family Planning Association provides reproductive health care, including annual exams and cancer screening; prescription and nonprescription contraception (birth control); testing and treatment for sexually transmitted infection (STI); HIV testing; prenatal care for uninsured women; pregnancy verification; and, all options pregnancy counseling. Sliding fee scale. No one is denied service because of an inability to pay. Spanish-English interpreters on staff.

54 S. State Street, #203
Painesville, OH 44077
(440) 352-0608
(800) 246-1645
www.fpaneo.org

Birthright of Lake County

Birthright of Lake County helps low income women and families who are on Medicaid or have no insurance. They provide pregnancy testing, diapers, clothing (from newborn to size 5), formula, and toiletries to families in need. Maternity clothing is also available.

7471 Tyler Boulevard
Mentor, OH 44060
(440) 975-9055

Lake County Community Network (McKinley Community Outreach Center)

1200 Lost Nation Road
Willoughby, OH 44094
(440) 954-9934
Durable medical goods/adaptive equipment – used equipment at no cost.

Health Care / Dental Care (continued)

MENTAL HEALTH / COUNSELING

Mental health deals with how your brain functions and with your emotions and feelings. It deals with how you interact with others, how you react to change or stress, and your self-esteem.

People who need help from a mental health professional may feel depressed, angry or not able to cope with parts of their lives. Or, they may simply need to talk to someone about a life problem.

If you were incarcerated and you were diagnosed with a mental health issue while in jail/prison, you will meet with a Social Worker before you are released. This social worker will make an appointment for you at a mental health agency in the community. If you are taking medication, the institution you are leaving will provide you with a two-week supply upon release.

If you feel out of control or suicidal, seek help right away. **Call the Community-Based Stabilization Team (CBS).**

- 8:30 am - 5:00 pm (Mon - Fri) (440) 953-TALK

- Nights & Weekends

Lake County Crisis Hotline (440) 953-TALK

IF YOUR SITUATION IS LIFE-THREATENING OR A MEDICAL EMERGENCY, CALL 911 IMMEDIATELY !

There are three publicly-funded mental health agencies in Lake County. Each has doctors, nurses, and social workers who have specialized training in mental health issues. They can assist with emergencies, diagnosis, and provision of medicine (for those without insurance or other means of purchasing it), support, emergency services and treatment. They are:

For Adults:

Beacon Health

9220 Mentor Avenue

Mentor, OH 44060

(440) 354-9924

(440) 942-1398

<http://www.beaconhealth.us/>

Catholic Charities Lake County

8 N. State Street, Suite 455

Painesville, OH 44077

(440) 352-6191

www.ccdocle.org

Signature Health

38882 Mentor Avenue

Willoughby, OH 44094

(440) 953-9999

<http://www.signaturehealthinc.com/Default.aspx>

Health Care / Dental Care (continued)

MENTAL HEALTH / COUNSELING (continued)

Western Reserve Counseling

One Victoria Square, Suite 105
Painesville, OH 44077
(440) 352-8954

If you have a doctor, you can ask him or her about a referral to a mental health professional.

If you have health insurance, call the company. Some or all of your treatment, including prescriptions, may be paid through your insurance. If you are on Medicaid or Medicare, make sure you understand what is covered. Go to a professional that accepts Medicaid or Medicare. If you do not have Medicaid or Medicare, you may want to apply.

If you are having trouble with anger, personal issues, stress, depression, trauma, sexual abuse, or any variety of other mental health issues that are getting in the way of work, relationships, or daily activities, you should seek help. There are counselors and support groups that can help you sort things out.

NAMI (National Alliance for the Mentally Ill)

A support and advocacy group for people with mental health disabilities and their families.

1 Victoria Square Suite 260
Painesville, Ohio 44077
Phone: (440) 639-1200
<http://www.nami.org>

BRIDGES: Mental Health Consumer Empowerment

A certified after care agency which emphasizes the empowerment of the individual through education and identification of life skills including those relating to nutrition, health and wellness, personal health and hygiene, social interaction, etc. Does not provide professional care or counseling. A mental health diagnosis is required for participation in the program.

270 E. Main Street, Suite #100
Painesville, OH 44077
(440) 350-9922

ALCOHOL & OTHER DRUG ABUSE TREATMENT

If you need help for an alcohol or other drug-related program and don't have insurance or the ability to pay, the phone number listed below can direct you to a place that may help. Whether you're in need of an assessment, sober housing, a support group like Alcoholics Anonymous, or a treatment program, there is hope!

Dial . . . 211

Lifeline

54S. State Street
Painesville, OH 44077
Operates 24 hours / day, every day

To help you understand your options, the following information may be helpful for you or someone you know.

Agencies that offer treatment provide an **ASSESSMENT** as a first

Health Care / Dental Care (continued)

ALCOHOL & OTHER DRUG ABUSE TREATMENT (continued)

step. As assessment involves collecting information from you to help determine if treatment is needed and if so, what type.

DETOX helps lessen the body's physical need for alcohol or other specific drugs. This is only needed and available in certain cases. Services are generally offered over a three-to-seven day period.

INPATIENT OR RESIDENTIAL TREATMENT programs require that you stay at the treatment center while you are involved in the program. Stays can last thirty days or longer.

DAY TREATMENT programs do not require you to live at the treatment center, but they have a schedule that is similar to an inpatient or residential treatment program. You generally have to attend the program every weekday for a full day.

OUTPATIENT TREATMENT programs do not require you to live at the treatment center and do not require as much time as day treatment. Services can range from a few hours per week to three days per week, for several weeks.

COUNSELING is generally offered on a one-to-one basis, but may also be offered in a group. Counseling services usually have a specific focus and sessions are scheduled at mutually convenient times.

RELAPSE PREVENTION PROGRAMS offer structured support (generally 1-2 hours per week) for people who have completed treatment and want additional help to maintain an alcohol and drug free lifestyle.

HALFWAY HOUSES are residential facilities that provide room and board, structured alcohol or other drug addiction services, individual counseling and living skills instruction.

SOBER HOUSING is housing for people who are alcohol and drug free and want to live in a place with other sober, drug free people. No structured treatment programs, support services, or counseling services are required. It's simply a place to live alcohol and drug free. Three-quarter (3/4) way houses are a type of sober housing.

SUPPORT GROUPS offer peer-to-peer support and information to help in the ongoing recovery process. There are many such self-help groups throughout Lake County. In order to contact one of these support groups call **211**.

SUBSTANCE ABUSE COUNSELING SERVICES

Beacon Health
9222 Mentor Avenue
Mentor, OH 44060
(440) 354-9924

Crossroads
8445 Munson Road
Mentor, OH 44060
(440) 255-1700
(440) 354-2848

Health Care / Dental Care (continued)

SUBSTANCE ABUSE COUNSELING SERVICES (continued)

Signature Health

38882 Mentor Avenue, #C
Willoughby, OH 44094
(440) 953-9999

Teen Challenge

3032 Perry Park Road
Perry, OH 44081
(440) 259-3333 or (440) 951-2893
e-mail teenchallenge@yahoo.com

Western Reserve Counseling

1 Victoria Place, #105
Painesville, OH 44077
(440) 352-8954

Lake-Geauga Recover y

9083 Mentor Avenue Mentor, OH 44060
(440) 255-0678
<http://www.lgrc.us/>

Lake House (for men)

(440) 352-9607

Oak House (for women)

For information about other places you might call for counseling and support, call 211.

HOSPITALS & HOSPITAL SERVICES

Lake Health Chardon Campus

510 Fifth Avenue Chardon,, OH 44024
(440) 286-8908

Lake Health Madison Campus

6270 N. Ridge Road
Madison, OH 44057
(440) 428-6800

Lake Health Mentor Campus

9485 Mentor Avenue Mentor, OH 44060
(440) 974-6800

Lake Health Willowick Campus

29804 Lakeshore Blvd
Willowick, OH
(440) 585-3322

Tri-Point Medical Center

7590 Auburn Road
Concord, OH 44077
(440) 375-8100
<http://www.lakehealth.org/lake-locations/tripoint-medical-center>

Health Care / Dental Care (continued)

HOSPITALS & HOSPITAL SERVICES (continued)

Lake Health West Medical Center

36000 Euclid Avenue
Willoughby, OH 44094
(440) 953-9600
<http://www.lakehealth.org/lake-locations/west-medical-center>

University Hospitals Health System

701 N. Lake Street Madison, OH 44057
(440) 428-5593

UH Mentor Medical Center

9000 Mentor Avenue
Mentor, OH 44060
(440) 974-4443

University Hospitals Health System

7500 Auburn Road
Concord, OH 44077
(440) 358-5400

URGENT CARE LOCATIONS

Quick Care Center Tyler Blvd

74 S. Park Place
Painesville, OH 44077
(440) 354-3887

Urgent Care Center

7956 Tyler Blvd
Mentor, OH 44060
(440) 255-6400

University Hospitals Urgent Care

9000 Mentor Avenue
Mentor, OH 44060 (440) 974-4443

University Hospitals Urgent Care

7500 Auburn Road
Concord, OH 44077
(440) 358-5400

HCAP (Hospital Care Assurance Program)

Free Care at Ohio Hospitals

Every hospital in Ohio is required to provide basic, medically necessary, hospital-level services (both inpatient and outpatient) free of charge to people whose incomes are at or below the federal poverty level and who are not currently receiving Medicaid (may be on Medicaid spend-down, if you have not reached your spend-down amount for the month of treatment). This program is independent of immigration status, and requires no proof of status.

Health Care / Dental Care (continued)

HCAP (Hospital Care Assurance Program) **(continued)**

The hospital is required to notify patients of this program and must help people apply. Ask about this program. HCAP applies only to care by hospital employees in hospital facilities, not to independent corporations or private practices not under the hospital. However, a patient should request an "award letter" stating his or her qualification for HCAP, and show this to non-covered providers, who may choose to reduce their fees. Those with low incomes who do not qualify for HCAP should ask about individual hospitals' charity care programs.

Employment

If you have prior convictions, have served time as an inmate, or have other legal liabilities, you may have additional things to consider. These are included below.

Documents an Employer Will Need

- Driver's license or State ID
- Social Security Card
- Original or certified copy of your Birth Certificate
- High School Diploma, College Diploma, or GED
- Vocational Certificates
- If an inmate, a copy of your inmate educational record / Transcript
- Resume
- A list of three references (names, addresses and phone numbers of people who can comment about your *work ability*). Make sure to ask their permission to use them as a reference before you do so.
- Letters of recommendation are also a good idea

Clean up Your Credit and/or Criminal Report

Make sure wrong information gets fixed and, if appropriate, see if you can have a past conviction or arrest expunged or sealed.

Understand Your Rights

- An employer cannot generally use your arrest record to deny you a job.
- An employer may review your record of convictions and can consider the relationship between the conviction and the job in deciding whether to employ you. The employer has a lot of freedom when making this decision
- An employer may conduct a background check on you. If the employer conducts the background check him/herself, she/he does not need your permission to do it. However, if the employer asks a third-party to do it (like a security company), they need to let you know and get your written permission. And, if they use anything in that report to deny you a job, you have to be provided with a copy of the report and a period of time to dispute the entries.
- There are laws in Ohio that prohibit people with certain convictions from working in some jobs. The types of jobs with legal prohibitions are generally in the areas of childcare, education, law enforcement, nursing and home health care – areas where there are “vulnerable” populations like children and older adults.

Employment (continued)

- If you want a career where a professional license is required or helpful (such as a social worker), make sure you check with the agency that grants the license before you decide to go into that career. See if they will give a license to someone with your type of conviction. Many agencies do not have an outright ban on all ex-offenders.
- There are no specific laws that protect ex-offenders from job discrimination simply because they are ex-offenders. But, there are laws that protect people from discrimination based on race, religion, national origin, sex, age, disability and color. Sometimes, it gets hard to tell what caused the discrimination. If you think you were passed over for a job, or discriminated against in other ways that have to do with employment, you can file a Charge of Discrimination with the agency listed below. You don't need to explain what happened before you file your charge. They will contact you after they receive it.

Equal Employment Opportunity Commission

1240 E. 9th Street
Cleveland, OH 44199
(800) 669-4000
www.eeoc.gov

If you have questions about fair labor practices such as how much you are being paid, working overtime, or being fired, contact:

U. S. Department of Labor Wage & Hour Division – Cleveland District

1240 E. 9th Street
Cleveland, OH 44199-2054
(800) 487-9243 or (216) 357-5400
www.dol.govc/esa

Employers may be interested to know: Fidelity Bonding

If you were convicted of a crime such as theft, forgery, embezzlement or another “dishonest” act, there is a FREE federal fidelity bonding program that may help you get a job. The fidelity bond is a short-term insurance policy for the employer. It reimburses the employer should you steal anything. You can let employers who are thinking about hiring you know about this program. There are a few things you should know:

- You have to have a job offer for permanent work of at least 30 hours per week to qualify.
- Coverage is for a minimum of \$5,000 for six months.
- The employer has to phone for information.

Ohio Department of Rehabilitation and Correction

1050 Freeway Drive, N.
Columbus, OH 43229
(614) 728-1534
www.drc.state.oh.us

Employment (continued)

Work Opportunity Tax Credit (WOTC)

WOTC is a tax credit for the employer. It is meant to encourage employers to hire ex-felons and other people who might have a hard time finding a job. The employer could get as much as a \$2,400 tax break per worker. You should let employers who are thinking about hiring you know about this program.

The employer just needs to complete two forms within a certain time period after the start-to-work date. Forms and directions are available from the agency listed below.

The Ohio Department of Job and Family Services

WOTC Section

Bureau of Support Services

P. O. Box 1618
Columbus, OH 43216-1618
www.jfs.ohio.gov/wotc

Special programs can help low-income and older workers (generally 55 and older) get entry-level jobs or training

Job & Family Services

177 E. Main Street
Painesville, OH 44077
(440) 350-4000
(800) 899-5253

Opportunities for Ohioans and Disabilities (formerly Ohio Bureau of Vocational Rehabilitation)

14650 Detroit Ave., Ste. 300
Lakewood, OH 44107
Voice 216.227.3250
TTY 216.227.3292
FAX 216.227.3293
Toll-free 866.325.0026

<http://ood.ohio.gov>

Consider Temporary Employment Agencies

These agencies place you in jobs at different companies for short periods of time. You are employed by the temporary agency, not the company. You may work at a company for one day, one week, or for many months. Temporary jobs can, but don't usually, result in permanent employment. You are generally paid weekly.

It is a good idea to sign up with more than one temporary agency because each may have different job openings and pay rates. Make sure you understand exactly how much you will be paid, and what benefits are offered. Many temporary agencies do not offer health care or paid vacations. Always get information about your pay and benefits in writing and keep a copy.

If you were incarcerated on a felony charge you might try the following temp agency which has hired individuals with a felony conviction in the past.

Employment (continued)

Permanent Solutions Staffing

(440) 918-7747

*To rebuild your work history, you can list a temporary agency as your employer on your resume, so that several placements through the same agency demonstrate longevity as a worker.

Consider Day Labor Temporary Agencies

These companies pay by the day. Day labor is not a substitute for permanent employment. Use it only for a short time and only if you cannot find another job. Make sure you understand exactly how much you will be paid, that you get it in writing, and that you keep a copy.

Use Libraries as Resources

Libraries usually have computers and access to the internet available for free. They also have a good selection of books about careers and jobs. There are books that are written specifically for ex-offenders. Some libraries also have workshops on resume writing and interviewing skills.

Lakeland Community College-Men's Center

Assists Men in the community with re-employment objectives

7700 Clock Tower Drive

A1044 Building A

Kirtland, Ohio 44094

440-525-7452

<http://www.lakelandcc.edu/comeduc/men/>

NETWORK!!!

Let EVERYONE you come into contact with know that you are looking for employment. Be specific (food service, factory, third shift, etc.) Your ABSOLUTE BEST chance to find a job with a criminal record is through word of mouth and a personal connection to the employer. Also, consider your AA community if you are in recovery. This has proven to be VERY effective.

Libraries

Fairport Public Library

335 Vine Street 9267
Fairport Harbor, OH 44074
(440) 354-8191

Kirtland Public Library

Chillicothe Road
Kirtland, OH 44094
(440) 256-7323

Madison Public Library

6111 Middle Ridge Road
Madison, OH 44057
(440) 428-2189

Mentor Public Library System

8215 Mentor Avenue
Mentor, OH 44060
(440) 255-8811

Morley Public Library (Painesville)

184 Phelps Street
Painesville, OH 44077
(440) 352-3383

Perry Public Library

3753 Main Street
Perry, OH 44081
(440) 259-3300

Willoughby - Eastlake Public Library System

263 E. 305th Street
Willowick, OH 44095
(440) 943-2203

Transportation

Public transportation is provided in both Lake and Cuyahoga counties and the two systems are linked by transferring from one to the other at specific sites.

Laketran

555 Lakeshore Blvd
Painesville Twp, Ohio 44077
Lake County System
(440) 354-6100/946-1300
<http://laketran.com/>
e-mail laketran@laketran.com

Greyhound

Long-Distance Travel
(216) 781-0520
<https://www.greyhound.com/>

RTA

Cuyahoga County System
(216) 621-9500
<http://www.riderta.com/>

Some taxicabs available include the following:

AM/PM All Service Taxi — (440) 231-1976
www.ampmallservicetaxi.com/

North East Cab Company — (440) 953-0000

Painesville - Mentor Taxicab Service — (440) 749-0337

Safe and Reliable Taxi Cab Service — (888) 369-8294

Willoughby Taxi Service — (440) 942-3333

Megabus

Direct to Akron, Chicago, Pittsburgh and Toledo as little as \$1.00
(877) 462-6342
<http://us.megabus.com>

Check the yellow pages in the phone book for additional listings.

If you are receiving help from a behavioral health agency you may be able to get a case manager. Case Management Services often include transportation (for job seeking, apartment hunting, etc.) Also, all behavioral health services in Lake County within the ADAMHS system provide Dial-a-Ride (door to door) transportation for FREE! Ask your provider about this. This service is for behavioral health appointments only (counseling, psychiatry, supported employment, etc.)

Personal Communications

MAILING ADDRESS

The address where you have your mail sent is called your mailing address. Most people use the address where they live as their mailing address. If you do not have a permanent address or think you may be moving a lot, you should establish one place to pick up your mail. A few options are listed below.

- Check with the shelter, halfway house, transitional housing or other residential facility where you are living to see if they will allow for your mail to be sent there.
- A post office box (PO Box) is a locked box located in the wall in the post office where your mail will be delivered. A key to open the box will be given to you. Only you will have a key. You will have to go to the post office where your box is located to pick up your mail. There is a monthly fee for a post office box. To apply for a post office box, you will have to walk-in to the post office branch where you would like to have your mail sent. Before going in, it is best to phone in first to find out if boxes are available at that location. To find the address, phone numbers and hours of your local post office, call **(800) 275-8777** or go to www.usps.com.
- Job & Family Services (JFS) has a program which allows the homeless to have their mail sent there. However, it is your responsibility to make sure to pick it up regularly.
- Perhaps a family member will allow you to have your mail sent to their address. Again, you will need to be timely in picking it up.

TELEPHONE

If you are homeless, the day center at the Painesville Salvation Army (69 Pearl Street • Painesville, OH 44077) has a telephone available for local calls each morning. You can stop by and check the current hours the telephone is available, but it's usually there Monday - Friday. It is not available on Saturday and Sunday. There is no charge for local calls. Long distance calls are not permitted.

If you have a residence, you may be able to qualify for a Safelink Cell Phone. This is free and comes with a set amount of minutes available for calling/texting per month.

www.safelinkwireless.com

1-800-SAFELINK

Voting

People who have never voted before need to register before they can vote. Those who were incarcerated due to a felony conviction need to re-register to vote, even if they were registered before. Also, people who have not voted in recent elections, and /or have moved, should check with the Board of Elections to see if they need to re-register.

Be prepared to have the last four digits of your Social Security number or your driver's license number handy when you register. This will prevent you from having to send in additional paperwork. You will also need your permanent address. You will need to register at least 30 days before an election to vote in that election. Registration is free.

Voter registration forms are available at libraries, Bureau of Motor Vehicle offices, County Boards of Election, and other locations.

Lake County Board of Elections

105 Main Street
Painesville, OH 44077
(440) 350-2700
lake@sos.state.oh.us

Formerly incarcerated people are allowed to vote in the State of Ohio even if they have a felony conviction, as long as they meet all other general eligibility requirements for voting (i.e. - US Citizen, age 18 or older on the day of the election, meet residency requirements, etc.)

Public Income Benefits

OWF - OHIO WORKS FIRST (WELFARE)

OWF (Ohio Works First) provides time-limited cash benefits and supportive services to low-income families who children.

- Benefits are limited to 36 months unless there is special extension made. There are two kinds of extensions: hardship and good cause.

- Recipients are required to participate in a combination of activities (parenting classes, life skills training, counseling) and/or work/training activities to remain in the program.

To apply, call the following agency to obtain an appointment to see a welfare case manager.

Lake County Job & Family Services 177 Main Street
Painesville, OH 44077
(440) 350-4000
From Wickliffe and West End (440) 918-4000
Madison (440) 428-4838

PRC - PREVENTION, RETENTION, CONTINGENCY

This program provides aid to families in the form of a voucher to buy items or pay for services that are emergencies and non-recurring (a situation not extending beyond four months) and which cannot be addressed using existing community resources. Eligibility is complicated.

If you have a welfare case manager, ask him or her about this program. If you do not have a case manager, call the following agency to get a referral to one.

Lake County Job & Family Services
177 Main Street
Painesville, OH 44077
(440) 350-4000
From Wickliffe and West End (440) 918-4000
Madison (440) 428-4838

SUPPLEMENTAL SECURITY INCOME (SSI) AND SOCIAL SECURITY DISABILITY (SSD)

Supplemental Security Income (SSI) provides payments to people with limited income and resources who are age 65 and older, blind or disabled.

Social Security Disability (SSD) pays benefits to workers and their families. To be eligible you must be disabled and have earned a minimum number of credits from work covered under Social Security. The required number of credits varies depending on your age at the time you become disabled.

- To qualify as disabled, you must be unable to do any kind of substantial, gainful work “due to a physical or mental disability that is expected to last at least 12 months or result in death.”

Public Income Benefits (continued)

SUPPLEMENTAL SECURITY INCOME (SSI) AND SOCIAL SECURITY DISABILITY (SSD) (continued)

- You are not eligible to receive SSI benefits for any full calendar month you are in prison.
- Social Security has a pre-release procedure you may use to apply for SSI benefits while still in prison. It is not available at all facilities. Check with your case manager at the prison.
- It may take a while to get your benefits. It could take six months or longer.

For information and the number of the closest branch to you contact:

U. S. Social Security Administration (800) 772-1213

www.socialsecurity.gov

** If you are denied in this process of requesting Social Security benefits, please consider engaging in the appeal process. This means that if you are found eligible your monetary award will be retroactive to your original application date. Many people do not follow through in a timely manner and they lose access to help. Also, if you move or get a new phone number, be sure to update Social Security!

FEDERAL POVERTY GUIDELINES

Each year the Federal government establishes guidelines for what it considers poor. These guidelines are used to determine eligibility for certain social service programs such as Head Start, Food Stamps, WIC and others. You may hear about this if you apply for benefits.

The guidelines below are for 2013. Agencies that use these guidelines to determine eligibility for their services may be using the current or former year's guidelines. The table below represents 100% of the Federal Poverty Guidelines. Some programs state that you can qualify with up to 200% of the Federal Poverty Guidelines. For those programs, just double the amount listed below to get the income cap. Other percentages used include 150% and 133%.

2013 Federal Poverty Guidelines

Annual Income for families at 100% of poverty

Family Size Annual Income

1 \$ 11,490

2 \$ 15,510

3 \$ 19,530

4 \$ 23,550

5 \$ 27,570

6 \$ 31,590

7 \$ 35,610

8 \$ 39,630

For each additional person add: \$4,020

Public Income Benefits (continued)

SOCIAL SECURITY RETIREMENT BENEFITS

If you are age 62 or older and have worked enough paying into the Social Security System, you are eligible for Social Security retirement benefits.

- Working “under the table” does not count towards your work requirement for Social Security. You might want to keep this in mind when you are looking for jobs.
- You can receive this financial assistance in addition to unemployment compensation (although it may affect your unemployment benefits).
- You should apply at least three months before you want benefits to begin.
- If you choose to receive benefits before age 65, you will not be eligible for Medicare (health insurance) until you turn 65 unless you qualify based on disability or certain health conditions.

For information and the phone number of the Social Security office nearest you contact:

U. S. Social Security Administration
(800) 772-1213
www.socialsecurity.gov

UNEMPLOYMENT COMPENSATION

Unemployment Compensation provides financial assistance for those who have been laid off and who are currently unemployed through no fault of their own.

Eligible workers receive up to 26 weeks of basic benefits – but sometimes the time period is extended by the government if the unemployment rate is unacceptably high, or if you were laid off as the result of foreign competition Trade Readjustment Allowance (TRA).

Apply for Unemployment Compensation immediately after losing your job. This may help to receive the maximum benefit amount and it may be several weeks before you get your first check.

If you are denied benefits, you have the right to appeal within 21 days.

You may work and collect unemployment at the same time if your earnings are less than your weekly unemployment benefit amount. However, working may reduce your payment.

For information and to apply via phone or internet, contact:

Ohio Dept. of Job and Family Services
(877) 644-6562
Unemployment.ohio.gov

Money Management

If you have a history of managing your money well, you may have a better chance of getting a job, a car, a house and other things. Managing your money means paying your bills on time, sticking to a budget, building good credit and staying out of debt.

CHECKING & SAVINGS ACCOUNTS

Your first step when you have an income is to open up a checking account. This is a bank or credit union account that allows you to write checks and/or use a debit card so you can pay your bills easier. It also helps protect your money from being lost or stolen.

- Open an account with a bank or credit union close to your work or home.
- Aim for a free checking account that has no minimum balance (the amount of money you have to keep in the account to get the service), low initial deposit and no monthly fees.
- Some banks have “second chance” programs for people who have been turned down for checking accounts before and are listed in ChexSystems (for writing bad checks, having lots of overdrafts, etc.). There may be a minimum amount you need to deposit and other restrictions, but this may be a very good way to get a checking account.
- Some non-profit organizations may help you open an account or help you save.

To open an account, just walk into the bank. You will generally have to provide:

- Your first and last name and current address
- Social Security Number / Card
- Driver’s License or State ID
- If your driver’s license or State ID was issued in the last 60 days, you may need verification of address such as a pay check stub, recent utility bill or other official correspondence (Social Security Identification, unemployment, etc.) with your name and current address on it.

Money Management (continued)

BUDGETING

As soon as you have income coming in, you should create a budget to help you pay your bills. A budget lists all of your expenses and how much you can spend on each item such as rent and food.

Try to go easy on your expenses until you can establish that you have enough money to pay for everything. Don't buy new cars or expensive clothes, don't spend a lot of money going out to eat, don't buy extras like cable/dish TV and watch your telephone expenses until you know you can afford it.

Pay your bills before you spend money on things like clothes and entertainment.

- Make a list of all the bills you have to pay and the dates they are due each month.
- If you are paying your bills by mail, mail them at least one week before the due date.
- Don't pay attention to "grace periods." Just make it a habit to pay your bills at least one week before the due date.
- Make paying credit cards or bank loans (including car loans) a high priority. Nonpayment can affect your credit history.
- Paying your rent or mortgage should also be a priority
- Stay up to date on your insurance.
- Stay current on your utilities.
- Work with an agency that will help you budget.
- Ask your case manager about budgeting classes

You can also receive budgeting instruction from:

Lifeline

54 S. State Street
Painesville, OH 44077
(440) 354-2148

Lake County Community Network

1200 Lost Nation Road
Willoughby, OH 44094
(440) 954-9934

DEBT

If you are having trouble paying your bills, there are agencies that can help you set up a budget and work with your creditors to arrange payment plans. There are even agencies that can help with a gambling problem if that is what is causing the debt.

Money Management (continued)

CREDIT

When you buy things using “credit,” a company gives you a loan that you are promising to pay back a little at a time. You are borrowing someone else’s money. When you get a loan to buy a car, you are using credit.

When you buy something at a department store using a credit card, you are also using credit.

It is important for you to build a good “credit history” if you ever want to get a home loan, auto loan or get good interest rates on your credit cards. A credit history is simply a record of how you use credit.

There are people who have a bad credit history because they do not pay their bills on time, and there are people who have no credit history because they never had any loans or credit cards.

If you have never had any credit, it is very important to start building your credit history. Without a credit history, it may be hard to get a car, a job, rent, or start phone service and other services. You may be turned down or you may be asked to pay a high interest rate. The interest rate is the amount you are being charged to borrow that money.

Tips on Building a Credit History

- Before you apply for credit, make sure you have steady, verifiable income.
- Try to stay at one job and live at one address for as long as you can.
- Before you apply for any credit card, make sure the lender reports to a credit bureau. If not you will not be building your credit history.
- Get a card with NO ANNUAL FEE if possible.
- Watch out for high interest rates. Shop around for the best rates before you decide to apply. READ THE FINE PRINT.
- If you think you cannot get a credit card on your own, think about getting a co-signer – someone who will be responsible for paying off the card if you don’t.
- Open a bank account. This makes you look better to a lender.
- Only apply for the credit cards whose requirements you think you meet – there are usually minimum income requirements. Getting turned down a lot looks bad.
- Don’t apply for a bunch of credit cards or obtain more credit cards than you truly need.

Money Management (continued)

Tips on Building a Credit History (continued)

- Secured credit cards are a last resort, but they are an option. These cards require you to pay a deposit to get the card – the deposit could be a few hundred dollars. If you don't make your payments, you may lose your deposit AND still have to pay your balance. These cards often have fees and higher interest rates. Try to find the lowest fee you can. After a few months of making payments on time on the secured credit card, you may be able to get a regular credit card.

Maintaining Good Credit

- To avoid paying a lot of interest, it is best to pay off the balance in full and on time every month.
- At the very least, you must pay the minimum payment in full and on time every month.
- Don't pay attention to "grace" periods." Just make it a habit to pay your bill at least a week before the due date.
- If you think you need help understanding your options or you need help managing your credit, contact a credit counselor. They are listed in the telephone book. There may be a fee for some services so make sure to ask when you call.

Credit Reports

A credit report is a detailed history of how you pay your bills (whether they are on-time or late) and how you manage your loans and credit. In addition, public information such as bankruptcies and delinquent child support payments are included.

You should review your credit report periodically to make sure everything is accurate. It is not unusual for mistakes to occur, and you want to take care of those so they don't affect your ability to get a job, rent an apartment, buy a home or get a credit card. Landlords, employers (with your permission) and others with legitimate business purposes can get a copy of your report.

This report may include a "credit score," which is a number that is used to predict how credit-worthy you are. The higher the score, the better. You may benefit from talking with a credit counseling agency if you think you need help managing your credit. Here are some helpful things to know:

- There are three companies (TransUnion, Equifax, and Experian) that maintain credit reports and each company may have different information.
- You can get a FREE copy of your credit report once every twelve months (ONLY through the Annual Credit Report Request Service). You can request all three reports at once so you can compare them, or you can space them out so you can keep track of changes – as long as you don't request the same reports more than once in a 12-month period. However, your free copy does not include your credit score.

Money Management (continued)

Credit Reports (continued)

- You can also get a free copy of a report that was used to take an “adverse action against you” such as denying you employment, credit or insurance, as long as you request it within 60 days of receiving notice of the action. The notice will give you the name of who to contact to get the free copy.
- If you are unemployed and intend to apply for employment in the next 60 days OR you are receiving monetary assistance from the state you can also get a free copy of your credit report.
- If you find something that is wrong on your credit report, contact BOTH the company that produced the credit report and the company that provided the original information (such as a credit card company) to dispute the information.
- Generally, if you dispute something, the credit reporting company must begin to investigate it and make a note in your file or delete the errors within 30 days of receiving your original request. They don't have to FIX the error within 30 days, only note that they are working on it.
- If you think you would benefit from credit or budget counseling, or you need help understanding your options, contact one of the agencies/companies listed below.

To get a FREE copy of your credit reports once every 12 months, contact the following. DO NOT call any other advertised service; they are usually trying to get money out of you, even if they say it's free.

Annual Credit Report Request Service

PO Box 105281
Atlanta, GA 30348
(877) 322-8228
www.annualcreditreport.com

If you need a report more often than that, or you want a report with your credit score, contact the following. There is a fee for these services unless you qualify for a free report based upon the points mentioned above,

TransUnion

(800) 888-4213
www.transunion.com

Experian

(888) 397-3742
www.experian.com

Equifax

(800) 685-1111
www.equifax.com

Money Management (continued)

MONEY MANAGEMENT ORGANIZATIONS

Call any organization you are considering utilizing to ascertain fees and specific services offered before going to see them. Also inquire what materials you should bring with you to the meeting. You might also consult your local phone directory to see if there are any other local listings in your area. The names and phone numbers of organizations listed below are provided simply for informational purposes.

Alliance Debt Care

(866) 837-3872

American Debt Relief

(866) 671-8660

Budget Helpers

(888) 775-7686

Cambridge Credit Counseling

(888) 261-3013

CareOne Credit Counseling

(800) 213-0981

Consumer Credit Counseling Service

(440) 942-0713

of Northeastern Ohio (800) 355-2227

Credit Card Relief

(866) 451-8392

Family Financial Education Foundation

(877) 292-8444

Freedom Debt Relief

(800) 910-4360

Greenpath Debt Solutions

(888) 860-4227

InCharge Debt Solutions

(888) 454-2316

Money Management International

(888) 823-2227

IDENTITY THEFT

Identity theft is when someone uses your personal information and takes on your identity without you knowing. This is usually done for the purpose of stealing money from your bank account(s), making charges against your credit cards without your knowledge and other such illegal acts. If you think you are a victim of identity theft, report it to the Federal Trade Commission (FTC). They will tell you how to work with credit bureaus and law enforcement agencies. They can also provide information on preventing identity theft.

Money Management (continued)

INCOME TAXES

The money you make, such as your inmate income or money you earn on a job, may need to be reported to the government. There are federal, state, and local government taxing agencies. At the end of each year, you may be required to “file” a tax return with each agency. It is the law that employers and others mail out the documents you will need for your tax returns by January 31 of each year. The W2 form is the most common of these forms.

You may not be required to file certain tax returns if your income is very low or in some other situations. However, you may want to file just to see if you can get money back – a tax refund.

There are free programs to help you file if you make less than \$60,000 per year. These programs will do your taxes for you. They will not force you to file. Many sites offer both paper filing and free electronic filing (E-file) which allows you to receive your refund fast – in as little as 7-10 days. You need a checking or savings account to E-file. **2-1-1** can help you locate a free tax preparation site in your area. Dial **2-1-1** 24/7 for help.

Lifeline is Lake County’s only IRS certified VITA (Volunteer Income Tax Assistance tax site. If you are 55 +older, the Council on Aging may offer assistance as well.

Watch out for places that offer you an immediate refund. These refunds are actually loans called Refund Anticipation Loans (RAL’s). They could keep as much as half of your refund as a fee. And, if your refund is less than they thought, you could owe them money. Remember, there are free tax preparation sites available to you.

For Federal Income Tax Questions – call or visit:

IRS Taxpayer Assistance Center

1240 E. 9th Street, Rm. 493

Cleveland, OH 44199

(800) 829-1040

(216) 522-4048

www.irs.gov

For State Income Tax Questions – call or visit

The Ohio Department of Taxation

615 W. Superior Avenue, Rm. 570

Cleveland, OH 44113

(800) 282-1780

(216) 787-04405

For Local Income Tax Information – contact your city.

Child Care, Education, Support & Child Custody

CHILD CARE

Securing competent, safe child care for your children when you cannot be with them is a concern for every parent. Obviously your first choices would come from amongst family or friends if you trust them. If not there are resources to check for competent child care.

Churches often have a list of those in their congregation who provide child care either for a living or as called upon.

The Red Cross offers a class which teaches young people how to provide quality, safe child care. Your local Red Cross chapter would be your contact.

Of course, both of these can only tell what their experience with the individual has been or what training an individual has to offer. Your personal screening and interviewing of the individual bears the responsibility for their selection.

Starting Point for Child Care & Early Education

A program which helps find home child care providers for parents.
9285 Progress Parkway
Mentor, OH 44060
(440) 357-1241

Child Care On-the-Square

Located in the Painesville United Methodist Church, provides child care for low income parents. Many times there is awaiting list so do not hesitate to call them as soon as you know a need will arise.
71 N. Park Place
Painesville, OH 44077
(440) 357-0349

PRE-SCHOOL EDUCATION

There are pre-schools dotting the map all over Lake County. If you wish to utilize one of them, it is your responsibility to visit the school, interview the school's director and the teacher who will work with your child. This is the only way to make an informed and safe decision for your child. Look under "Schools Preschool & Kindergarten" in the yellow pages of your phone book for a complete listing.

There is also a federally-funded pre-school program which has known great success. You can reach them at:

Early Head Start (Crossroads)

41 East Erie Street (Lower Level)
Painesville, OH 40774
(440) 358-7370
(440) 358-7374 (Espanol clients)

Lake-Geauga Head Start

(440) 259-1980
(440) 392-5636
(866) 407-3452

Child Care, Education, Support & Child Custody (continued)

SUPPORT & CHILD CUSTODY

Child Support Tips

- A support order tells you how much child support must be paid each month. If you have to pay child support, you are usually responsible for that the whole time you are either homeless or in prison / jail. In fact, the total amount you owe keeps increasing unless you are making payments.
- Notify the Support Enforcement Agency anytime your address, phone number, or employment changes.
- If you are the one that is owed child support, contact the Support Enforcement Agency to see what you can do to start collecting again once you are re-established.
- Do not make payments directly to the residential parent. These payments will not count. You will still owe that money.
- Pay the amount you owe each month. If you are having trouble paying this amount, contact the Support Enforcement Agency right away. You might be able to get your payment changed through a Support Order Modification if you qualify.
- If you are more than three months behind in child support, your driver's license may be suspended.
- You could go to prison for not paying child support.

Support Order Modification

In some cases you can get your Support Order modified (changed) while you are homeless, jobless, or in jail/prison or, perhaps, while you get reestablished right after either. This could result in the amount you have to pay each month becoming less. The process itself takes several months so you will want to move quickly to petition the court for this change if it is needed.

Modification does not help with what you already owe. Your new payment amount would not start until the first day of the month after the modification is approved.

Because the State of Ohio does not consider being in prison, or being homeless, as a reason not to pay child support, you must qualify for modification under one of the following reasons:

- 36 months have passed since the establishment of the Support Order or the last review process
- Loss of employment for three consecutive months or more
- Verified disability
- Incarceration beyond the child's 18th birthday
- 30% change in gross income

Child Care, Education, Support & Child Custody (continued)

SUPPORT & CHILD CUSTODY (continued)

Support Order Modification (continued)

- Children are 18 or older and no longer in high school
- To determine the availability of health insurance

Don't worry too much about whether you qualify under these guidelines, just contact the Support Enforcement Agency and explain your situation, such as lack of a job, and they will let you know if you qualify.

Getting Your Driver's License Back after Not Paying Child Support

If you are more than three months behind in your child support payments, your driver's license can be suspended. The first time it is suspended, you have to pay whatever the Inmate Services Liaison or Support Officer requires. The second time it is suspended, or any time after that, you will have to pay \$500 or 10% of your total balance for every case you are ordered to pay support.

To get your license back you must:

- Contact your Support Officer or Inmate Services Liaison to find out how much you owe. Let them know you want to get your license back. Once you are told how much you need to pay, it will be noted in your file.
- **Pay what you owe.** Payments can be made as follows:

You can make arrangements where you work to have the payment taken straight from your paycheck and paid directly to the Treasurer's Office.

Cash payments must be made to the Treasurer's Office. Make sure you get a receipt. Take your receipt to the Child Support Enforcement Agency (CSEA) to get a reinstatement form the same day.

Money orders or cashier's checks may be brought in person to CSEA to get a Reinstatement Form the same day. Personal checks are also accepted at CSEA, but you will have to wait up to 10 days for your check to clear before a Reinstatement Form will be given to you.

Money orders, cashier's checks or personal checks may also be mailed. You must use the address below. Be sure to include your case number or Social Security Number with the payment. You will have to wait up to 10 days for your payment to clear before a Reinstatement Form will be given to you.

Ohio Child Support Payment Central (OCSPC)

P. O. Box 182372
Columbus, OH 43218-2372
(800) 965-2676

Child Care, Education, Support & Child Custody (continued)

SUPPORT & CHILD CUSTODY (continued)

Getting Your Driver's License Back after Not Paying Child Support (continued)

- Take your Reinstatement Form to the Ohio Bureau of Motor Vehicles Reinstatement Center. You will need to pay another reinstatement fee there.
- If at any time you have questions or just want to check to see if your payment has cleared, contact your Support Officer or Inmate Services Liaison for assistance.

Lake County Child Support Enforcement

177 Main St

Painesville, Ohio 44077

Phone: (440) 350-4000

www.lakecountyohio.gov/lcojfs/ChildSupport.aspx

Legal Assistance

GENERAL LEGAL AID

The organizations listed below provide free legal information and/or representation for low income people who need assistance with legal matters. Call to see if they can help you.

Case Western Reserve University Milton A. Kramer Law Clinic

Provides legal counseling by third-year law students on a variety of legal matters including consumer home repair, predatory lending, misdemeanor criminal cases (in select suburban courts), benefits advocacy, Social Security Disability appeals and guardianship removal. They CANNOT handle family law cases, **bankruptcy or felonies**.
(216) 368-2766

Cleveland State University Cleveland-Marshall College of Law

Provides legal counseling by law students (supervised by attorneys) for legal matters including employment, discrimination and unemployment compensation. CANNOT handle Worker's Compensation cases.
(216) 687-3947

Lake County Public Defender Provides legal representation for people charged with a crime in Lake County (felony offenses and some misdemeanors). Will also offer some general information about legal issues and the court process.

125 East Erie Street, Suite 50
Painesville, Ohio 44077
(440) 350-3200

<http://opd.ohio.gov/CountyPD/CountyPD.htm#Lake>

Legal Aid Society of Lake County

Provides legal counseling and representation for low income people who need assistance with legal matters. Sliding fee scale depending upon a family's income at time of service.

8 North State Street, Suite 300
Painesville, Ohio 44077
(440) 352-6200
(888) 817-3777

LAKE COUNTY VICTIM ASSISTANCE

Works with the victims of crime, and their families, to overcome the effects of crimes committed against them. Recompense is also coordinated from this office.

Lake County Victim Assistance

105 E. Main Street
Painesville, OH 44077
(440) 350-2691

Veteran's Benefits

The US Department of Veteran's Affairs is the government agency responsible for veteran's benefits. They can answer questions regarding eligibility for benefits, how to sign up for benefits, and reinstating benefits.

US Department of Veterans Affairs - Regional Office

1240 E. 9 Street, the Federal Building
Cleveland, OH 44199
(800) 827-1000

There are a variety of benefits offered to Veterans including:

- Compensation
- Pension
- Health Care
- Vocational Rehabilitation & Employment
- Education & Training
- Home Loans
- Life Insurance
- Dependents & Survivors Benefits
- Burial

In Lake County, you might seek assistance with these at any of these offices:

Lake County Veteran's Service Center

105 Main Street
Painesville, OH 44077
(440) 350-2567 ext: 2904 or toll free (800) 899-5253 ext: 2904

US Department of Veteran's Affairs

Painesville Outpatient Clinic (Primary care physicians)

7 W. Jackson Street
Painesville, OH 44077
(440) 357-6740

VA Satellite Clinic (Optometry, Podiatry & Mental Health)

54 S. State Street
Painesville, OH 44077
(440) 357-6740

REINSTATING YOUR BENEFITS

During your time in prison, your veterans' benefits may have been stopped or reduced. After you are released from prison, it may be possible for you to start receiving your veterans' benefits again.

In general, to receive benefits you must have been discharged from military service under honorable or general conditions. No veterans' benefits are provided to veterans or their dependents that are wanted for an outstanding felony.

Veteran's Benefits (continued)

REINSTATING YOUR BENEFITS (continued)

To find out if you can start receiving benefits again, you will have to notify (in writing) the US Department of Veterans' Affairs that you have been released from prison and that you would like to have your veterans' benefits reinstated.

Make sure to include in your letter:

- Your full name
- Social Security number and VA claim file number
- Address and phone number where you can be reached
- Your signature and date
- A copy of your prison release papers

Before sending the letter, you may phone for additional information.

Mail to: **US Department of Veterans Affairs - Regional Office**
1240 E. 9 Street, Federal Building
Cleveland, OH 44199
(800) 827-1000

GETTING HELP WITH YOUR BENEFITS

The following places help veterans understand and obtain military benefits, and may help them with other needs if possible.

Disabled American Veterans

Focuses on helping veterans who have a service-connected disability. Assists with filing claims for veterans' disability, compensation, rehabilitation, education, pensions, death benefits, training, and other programs, and represents veterans in appeals.
1240 E. 9TH Street, Rm. 1015
Cleveland, OH 44199
(216) 522-3507
www.dav.org

Military Order of the Purple Heart

Provides services such as explaining benefits, filling out forms, forwarding claims to the US Dept. Of Veterans Affairs for processing, and representing veterans in appeals.
1240 E. 9TH Street, Rm. 1015
Cleveland, OH 44199
(216) 522-7237
www.purpleheart.org

Paralyzed Veterans of America

Provides benefits advocacy and information for veterans who have spinal cord injuries or dysfunction.
26250 Euclid Avenue, Ste. 115
Euclid, OH 44132
(216) 731-1017
(800)248-2548
www.pva.org

Veteran's Benefits (continued)

GETTING HELP WITH YOUR BENEFITS (continued)

Veterans Service Commission Answers questions and may help complete paperwork/file claims with the US Department of Veterans Affairs. Also provides emergency assistance (help with food, rent, utilities, transportation) to veterans who are experiencing hardship.

1849 Prospect Avenue, Rm. 200
Cleveland, OH 44115
vsc,cuyahogacounty,us
(216) 698-2600

Volunteers of America - Veterans Resource Center

Helps veterans who are homeless obtain housing, employment and other benefits to which they are entitled.

(216) 541-9000

If You Were Incarcerated

FAMILIES OF PROMISE

Families of Promise is a program designed to support children and their caretakers who have a parent incarcerated. Families can still be served even after incarceration has ended. It helps families deal with questions/needs such as what to do if:

- Your husband or wife is in prison
- You are about to be evicted
- You can't pay your bills
- You need to find a job
- You notice your children are having behavior problems
- Your children need help with their homework
- Your children are having trouble in school
- Your children need a mentor
- YOU JUST NEED SUPPORT!!!

For assistance call:

Catholic Charities Community Service of Lake County
8 N. State Street, #455
Painesville, OH 44077
(440) 352-6191
(440) 946-7264

CITIZEN CIRCLES

Citizen Circles are groups of community members committed to helping participants make the change from "offender" to "citizen". They create an environment aimed at fostering acceptance and focusing on the participant's personal strengths.

Citizen Circles focus on the future rather than the past. Participants and their families develop relationships with community members and jointly develop a plan to help the participant become a productive citizen while communicating to participants the belief that their debt has been paid and the community is willing to accept them as a restored citizen.

For additional information, or to indicate your desire to become part of a Citizen Circle, call (216) 787-3010.

The Lake County Citizens Circle meets the first Thursday of each month at 11:00 AM. Meetings are held at:

Lifeline, Inc.
54 State Street #309
Painesville, Ohio 44077
(440) 354-2148
michellem@lclifeline.org

If You Were Incarcerated (continued)

WITTS

The WITTS (Women In Transition Through Support) program seeks to help women in reuniting or developing a positive and healthy environment upon which they may develop a life and lifestyle which minimizes the circumstances that lead to possible repeated incarceration. The focus is to increase employment skills, develop positive relationship values and support, elevate their educational level, build self-esteem, control choices through anger management, build strength through drug and alcohol treatment and develop strong family structures.

Highlights of the program offered in jail include

- Creative writing
- Vision boarding
- Self-esteem development
- Employment skill development
- Yoga
- "Victims of Domestic Violence" classes
- Families of Promise program
- Girl Scouts Beyond Bars, etc.

FURTHER, WITTS also has an "aftercare" program which offers women the opportunity, in a peer setting, to participate in a safe, secure environment to return to the community after incarceration. Essential life skills are discussed in a twelve-week program which covers stress management, building healthy relationships, coping skills, boundaries, anger management, budgeting, and setting goals. Conducted at the Western Reserve Counseling center in Victoria Place (Painesville), additional information may be obtained by contacting the Re-entry Coordinator (440) 639-3549 at the Lake County jail.

If You Were Incarcerated (continued)

Make sure someone (family / friend) knows the location of all the paperwork listed below. It will be helpful to you and them, in the event of an emergency, if you keep it in one safe place.

IN ADDITION . . .call ahead to any office or organization from which you wish to secure a document to ascertain its cost so you are prepared to pay any fee necessary when you arrive.

RECORD OF ARREST AND PROSECUTION (RAP Sheet)

Your criminal record may consist of your arrests, convictions and/or other dispositions (such as a dismissal of your case). Here are a few important things to remember:

- You may need to contact several different agencies to get complete information and to make sure all records are correct.
- Know what you want. Do you need only your arrest records, or do you want to see your dispositions (outcome of your case, such as a dismissal)?
- If you just want to view a detailed record of your felony cases in Lake County, try the Clerk of Courts in person or online at their database at www.lakecountyohio.gov.
- If you want to make sure all records are correct, some people recommend starting your search with the city in which you were arrested and working your way up through the county court system

ARREST RECORDS

To get a copy of your arrests, it is best to start with the criminal records unit of the police department in which you were arrested. In Ohio, your arrest record is public information and anyone who has your identifying information can request it. However, employers are generally not allowed to use your arrest record (unless it leads to a conviction) to deny you a job.

Arrest records do not show whether the case was dismissed or you were convicted. You have to go to the County Clerk of Courts, the State Bureau of Criminal Identification & Investigation, or a private security company for that information

If You Were Incarcerated (continued)

LOCAL COMMUNITY ARREST RECORDS

To request an arrest record, contact the city hall in the police jurisdiction where you were arrested. You will generally need the following information to complete the record:

- First and last name of the person who was arrested, including maiden name or any other names used by the individual
- Birth date and Social Security Number of the person
- Your telephone number
- Self-addressed stamped envelope (for mail requests).

There will be a per page charge for the record. It is best to call ahead to inquire how much that will be as well as to make sure the specific arresting authority does not have any other requirements to apply for the record. If making a mail request, call the phone number you will find on the Cities, Villages and Townships list at the back of this booklet.

LAKE COUNTY ARREST RECORDS

The Lake County Sheriff's Department has information on all the felony arrests (and a few misdemeanors they have processed) that have occurred within the county.

If you were arrested on felonies in multiple cities within the county and/or by the Sheriff's Department, this is where you could get your entire felony record for Lake County.

This record will show the date of the arrest, the charges, and the Lake County case number.

You can request this by mail or in person. It will only take a few days to process mail requests. Be prepared to have the following:

- First and last name of the person who was arrested, including maiden name or other names used.
- Birth date and Social Security Number of the person.
- Your telephone number.
- Self-addressed envelope (for mail requests)
- Only cash or a money order is accepted in payment.
- The information might be most easily accessed by obtaining a simple background check.

If You Were Incarcerated (continued)

LAKE COUNTY CRIMINAL COURT RECORDS

If you need to view your arrests, charges, convictions and other details about your felony cases in Lake County, the Clerk of Courts has this information.

You can view their information on their Web site, visit in person to review their paper files, or use their computers for free. You just need a first and last name to retrieve a file. A date of birth and Social Security Number are also helpful.

A certified copy of your record is available. Call before making your request to ascertain the current cost of the copies. Only cash or a money order is accepted.

Lake County Clerk of Courts

25 N. Park Place
Painesville, OH 44077
(440) 350-2657

OUT OF COUNTY INFORMATION

If you have committed felonies in other counties in the State of Ohio, contact the police department, sheriff's department and county clerk of court in that community for the information.

You can also get a "background check" on yourself. The Attorney General's Office for the State of Ohio provides Ohio Civilian Background checks. You can view all felonies reported to them through Ohio. Information on these checks which are available in the following section.

There are also private companies that offer background checks. In some cases, these are less expensive than the Ohio Civilian Background Checks. Be sure to check with the **Better Business Bureau** to get information on these companies before giving them money.

If You Were Incarcerated (continued)

OHIO CIVILIAN BACKGROUND CHECKS / STATE CRIMINAL REPOSITORY RECORDS

For a record of your felonies that have been reported to the State Attorney General's Office, you can request a civilian background check from the Ohio Bureau of Criminal Identification and Information. To do this, you must go to an agency that has an electronic fingerprint machine. Fees vary by location. Check with your local police department for the closest location to you.

You must apply in person and the background check will be mailed to you. There is a three-week turnaround time. Be prepared with the following:

- Driver's License, State ID OR
- Birth Certificate and Social Security Card
- Fee (call to learn how much)
- Your telephone number
- Your mailing address

JAIL / PRISON RECORDS

Release Identification Card

A free non-replaceable photo ID will be given to you on the day of your release if you have a Social Security Number that can be verified by the Social Security Administration. The card will include your birth date and Social Security Number.

You can show this card to the Ohio Bureau of Motor Vehicles as documentation to get a State ID, temporary permit or driver's license.

Release Papers

If you do not have to be supervised when you are released – called “straight release” – then you will receive a document called “Expiration of Sentence.” It is also known as an “Expiration of Stated Term.” It proves that you are no longer under the supervision of the Ohio Department of Rehabilitation and Correction. Keep this document.

If you have to be supervised, then you will receive a Parole Certificate or a Post Release Control Certificate informing you of who your parole officer is and where you should report.

If You Were Incarcerated (continued)

Certification of Incarceration

If you lose your release papers or you just need to verify your release from prison and/or the dates of your incarceration, the Ohio Department of Rehabilitation and Correction can provide that paperwork. This service is free. Requests generally take 10-14 days to process.

All requests must be in writing and must contain the following:

- First and last name
- Inmate number OR Social Security Number and birth date
- Explanation of what you need
- Return address
- Your signature

Requests may be faxed or mailed to:

ODRC Bureau of Records Management

978 Freeway Drive North
Columbus, OH 43229
(614) 752-1076
Fax: (614) 752-1086
www.drc.state.oh.us

Inmate Educational Records

When you complete educational programs while in prison, such as career technical classes or your General Education Development (GED), a record is noted on your inmate educational transcript. That record is called a transcript. You can request a transcript free of charge.

All requests must be in writing and contain the following:

- First and last name
- Inmate number OR Social Security Number and Birth Date
- Name of the institution where you received the training
- Year you received the training (if remembered)
- Explanation of what you need
- Return address
- Your Signature

Requests may be faxed or mailed to:

Ohio Central School System

P. O. Box 207 Orient,
OH 43146
(614) 877-2306, x360
Fax: (614) 877-0704

If You Were Incarcerated (continued)

Inmate Educational Records (continued)

A word about your GED:

Although completion of your GED is noted on your inmate educational transcript, some employers or schools may want a copy of your GED transcript from the Ohio Department of Education. That transcript is free if you note on the top of the form you were incarcerated when you received your GED and you note which institution you were at when you completed it. To receive a free copy, you must order by mail rather than on the web site.

Call and request that they mail a form or print the request from the web site. You cannot fax requests. Once you submit your request by mail, it takes three to five weeks to process. Send your request to the:

Ohio Department of Education - GED Office

25 S. Front Street
Columbus, OH 43215
(800) 334-6679
www.ged.com

Inmate Medical / Dental Health Records

When you are provided with health or mental health care while in prison, these services are noted on paper. That is your medical record.

Only a licensed doctor or a lawyer may request your medical record, and only with your permission. You cannot request your own medical record. The Social Security Administration and the US Department of Veterans Affairs may also request a copy of your record because they have licensed doctors on staff.

A copy of the record is free and it will come in the form of a CD. You are allowed only ONE request per patient / client within a 12-month period. Requests generally take 10-14 days to process.

All requests must be in writing on official letterhead and must include the following:

- A Medical Release form signed by the patient / client
- First and last name of the patient / client
- Inmate number OR both Social Security number and birth date
- Explanation of what you need
- Return address

Requests may be faxed or mailed to:

Ohio Department of Rehabilitation and Correction Bureau of Records Management

978 Freeway Drive North
Columbus, OH 4322
(614) 752-1080
Fax:(614) 752-1086

If You Were Incarcerated (continued)

Recovery Services – Records

If you participated in an alcohol and/or other drug recovery program while in prison, and you need a record of this, you may contact the Ohio Department of Rehabilitation and Corrections. The procedure to request your records is the same as requesting a Certification of Incarceration.

PAROLE / POST RELEASE CONTROL

If you did not come out of prison on “straight release,” then you were probably told you had to report to a parole officer. You would have received a Parole or Post Release Control Certificate informing you of who your parole officer is and where you should report.

Within Lake County, the Parole Officers are located within the Lake County Jail at 140 E. Erie Street in Painesville. They are responsible for people on Parole — which means release from prison before your sentence expires, and those on post release control — which means supervision after your sentence is over. Post release control can only be mandated for crimes committed after July 1, 1996.

You are responsible for reporting to your parole officer according to your supervision. This includes letting your parole officer know of a change in employment or where you live. If you want to move out of Lake County, you will have to discuss the transfer request with your parole officer before you move. The county that you want to move to has to approve the transfer.

Inmates from a county other than Lake will be supervised in their home county. For inmates from Lake County the contact information you will need includes:

Parole Office

Office of the Lake County Sheriff

140 E. Erie Street

Painesville, OH 44077

(440) 357-5040 – those released from prison returning to Lake County

(440) 350-5570 – adult offenders

(440) 350-3130 – juvenile offenders

(440) 392-5900 – Painesville Municipal Court

(440) 974-5749 – Mentor Municipal Court

(440) 953-4206 – Willoughby Municipal Court

If You Were Incarcerated (continued)

WHAT TO DO IF YOU ARE STOPPED BY THE POLICE

- ✓ **Think carefully** about your words, movement, body language, and emotions. *Treat the officer with the same respect and courtesy with which you would like to be treated.*
- ✓ **Don't get into an argument** with the officer.
- ✓ Remember, **anything you say** can be used against you.
- ✓ **Keep your hands** where the officer can see them.
- ✓ **Don't run.**
- ✓ **Don't touch** any officer.
- ✓ **Don't complain** at the scene or tell the officer they're wrong or that you're going to file a complaint.
- ✓ **Don't make any statements** regarding the incident.
- ✓ **Ask for a lawyer** immediately upon your arrest.
- ✓ Remember the **officer's badge and patrol car** numbers.
- ✓ **Write down everything** you remember ASAP.
- ✓ Try to find **witnesses** and get their names and phone numbers.
- ✓ In you are injured, **take photographs of the injuries** as soon as possible, but make sure you **seek medical attention** first.
- ✓ If the incident involves an auto accident, get the full name, street address, phone number(s) and insurance company name of the other driver.
- ✓ If you feel your rights have been violated, **file a written complaint** with the police department's internal affairs division or civilian complaint board, or call the ACLU hotline, (1-877-6- PROFILE).

Originally prepared by the
ACLU of Ohio Foundation
4506 Chester Avenue • Cleveland, OH 44103

Cities, Villages & Townships

To report an accident, fire, serious illness, injury, or crime in progress that requires immediate attention call

911

Non-Emergency Phone Numbers @ City/Township Halls

— all area codes are 440 —

Auburn Township	543-1660
Bainbridge Township	543-9872
Burton Township	834-1500
Chardon	286-2600
Chardon Township	286-3711
Chester Township.	729-9953
Concord Township	354-7513
Eastlake	951-1416
Fairport Harbor	352-3620
Grand River	352-9133
Hambden Township	286-4364
Kirtland	256-3332
Kirtland Hills	974-9090
Leroy	254-4236
Madison Township	428-5128
Madison	428-7526
Mentor	255-1100
Mentor-on-the-Lake	257-7216
Middlefield Village	632-5248
Montville	968-3784
Munson Township	286-9255
Newbury	564-5997
North Perry	259-3628
Painesville	352-9301
Painesville Township	352-1443
Perry	259-2671
Perry Township	259-5140
Russell Township	338-8289
Thompson Township	298-1445
Wickliffe	943-7100
Willoughby	951-2800
Willoughby Hills	942-1111
Willowick	585-3700

Index

Alcohol and Other Drug Abuse	34
Anger	34, 66
Arrest Records	67
Birth Certificates	6, 7, 8
Budgeting	51
Bus Service	44
Career Counseling	28
Certification of Incarceration	71
Checking and Savings Accounts	50
Child Custody	58
Child Day Care	57
Child Support	57, 58, 59, 60
Citizen Circles	65
Civilian Background Checks	70
Clothing	11, 24, 32
Colleges / Universities	26, 27, 28
Court Costs	61, 69
Court Records	69
Credit	51, 52
Credit Reports	53, 54
Crisis Lines	23, 33
Day Care	57
Day Labor	42
DD-214	11
Debt	51
Dental Care	29, 30, 31
Depression	34
Detox	35
Doctor. See Health Care / Dental Care	29
Domestic Violence	17, 66
Driver's License Suspensions	9
Driver's License Renewals / Duplicates / New Licenses	9
Education	26
Educational Records	71, 72
Emergency Shelters	17
Employment	39, 40, 41, 42
Families	65
Fidelity Bonding	40
Financial Aid	27, 28
Food Pantries	16
Food Stamps	15
Furniture	22
Gambling	51
GED	26
Halfway Houses	35
Health Care / Dental Care	29
Home Delivered Meals	15
Homeless Drop-In Centers	13
Homeless Shelters	17
Hospital. See Health Care / Dental Care	37
Hot Meals / Soup Kitchens	14
Housing	18, 19, 20, 21
Identification / Paperwork	6, 7, 8, 9, 10, 11, 12

Index(continued)

Insurance	29, 30
Job Discrimination	40
Jobs. See Employment	39, 40, 41, 42
Labor Practices	40
Lawyer. See Legal Assistance	10, 61
Legal Assistance	10, 61
Libraries	43
Literacy	26
Mailing Address	45
Meals	14, 15
Medicaid	29, 30, 32, 34, 38
Medical Care. See Health Care / Dental Care	29
Medicare	29, 30
Mental Health/Counseling	33, 34
Military Discharge Papers	11
Military Service	62
Money Management	50, 51, 52, 53, 54, 55, 56
OWF – Ohio Works First	47
Parenting	57, 58, 59, 60
Parole/Post Release Control	73
Permanent Housing	18
Phone	23, 45
Police, Getting Stopped by	74
Post Office Box	45
PRC – Prevention, Retention, Contingency	47
Pregnancy Testing	32
Prescription Drugs. See Health Care / Dental Care	29
Prison Records	70
Public Housing	18
Public Transportation. See Transportation	44
RAP Sheet	67
Release Papers	70
Rental Housing	18
Savings Accounts	50
School	26
School Breakfast and Lunch Program	15
Selective Service Registration	12
Sexual Abuse	34
Shelters	17
Social Security Numbers / Cards	10
Social Security Retirement	49
Soup Kitchens	14
State ID	4, 5, 6, 9, 10, 12, 19, 49, 70
Student Aid	27, 28
Supervision	70, 73
SSD (Social Security Disability)	47
SSI (Supplemental Security Income)	47
Support Groups	34, 35
Taxes	56
TB (Tuberculosis)Testing	32
Temporary Employment	41
Toiletries	24, 32
Transitional Housing	21, 45

Index(continued)

Transportation	44
Unemployment	15, 49, 61
Universities	27
Veterans Benefits	62
Voting	46
Welfare	47
WIC (Women, Infants and Children)	16
Work Opportunity Tax Credit	41